Chapter 2

Enquiries & Processing

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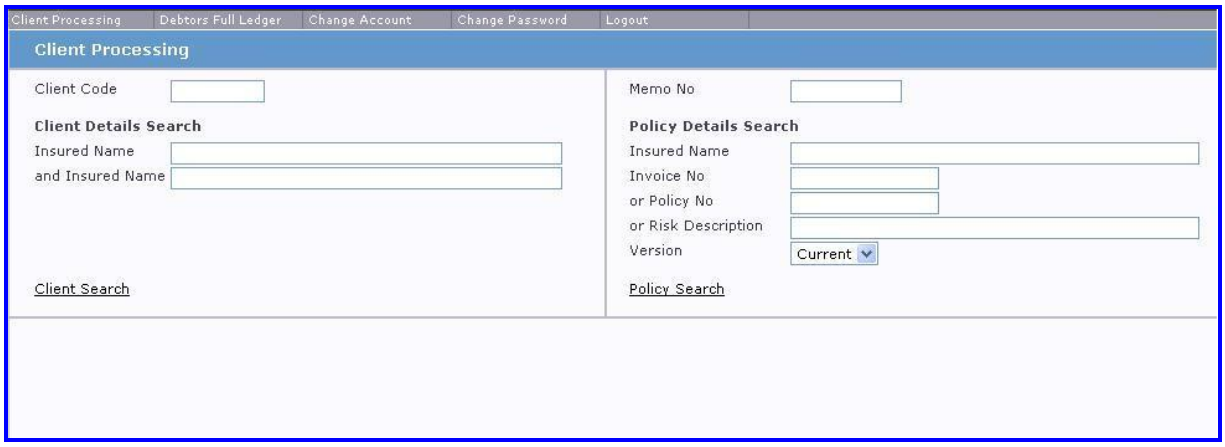
Chapter 2 - Enquiries & Processing

Client Enquiries



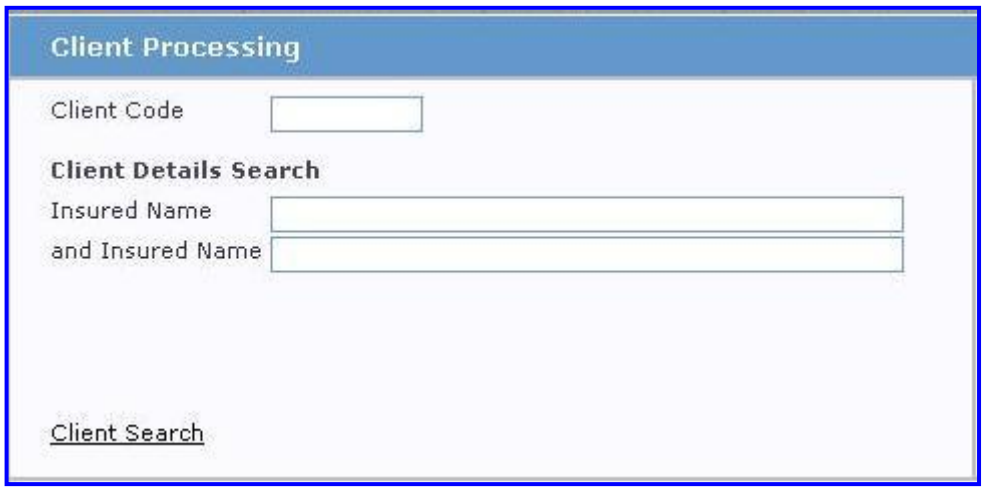
Client Enquiries can be activated by:

1. entering the **Client Code** and hitting **TAB**, or

2. entering a part of the client name in the **Insured Name** prompt and clicking the **Client Search** hyperlink.

   (Note: you can use both Insured Name fields to make a very specific selection)

The **Client Search** allows search on parts of names by using a wildcard – "[" eg you can find all Smiths by entering SM, [MI, sm, [mi etc.

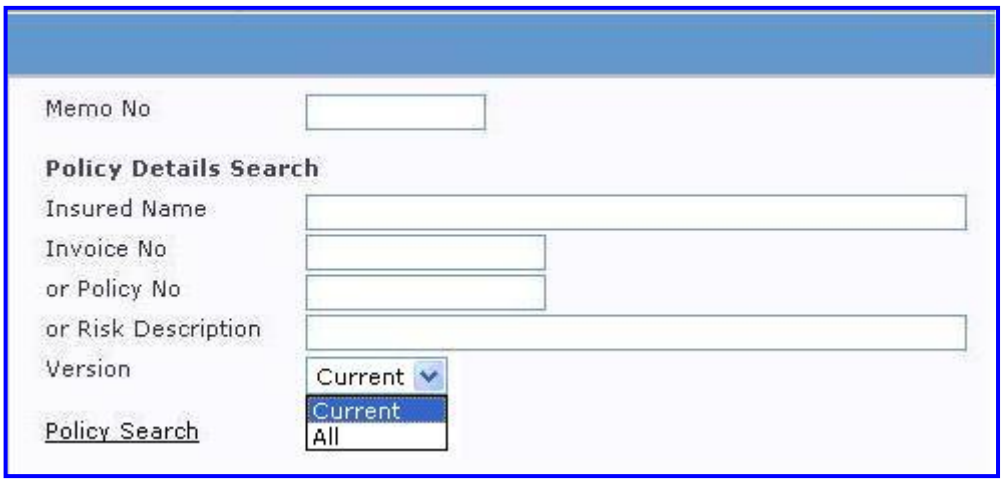


Policy Enquiries

Policy Enquiries can be activated by:

1. entering the **Memo Number** code and hitting the **TAB** key;
2. entering data as outlined below:
   - (i) a part of the Insured Name in the **Insured Name** prompt (this must be the beginning letters of any word in the insured name e.g. Peter Jones may be entered Pet… and/or Jon..), or
   - (ii) the first part of an **Invoice Number**, or
   - (iii) the first part of a **Policy Number**, or
   - (iv) the first part of any word in a **Risk Description**, e.g. a vehicle registration number, or
   - (v) a combination of (i) and (ii) above

and then clicking the **Policy Search** hyperlink.



You are able to search on the **Current** Version of the Policy or on **All** versions by selecting your choice in the drop down box.

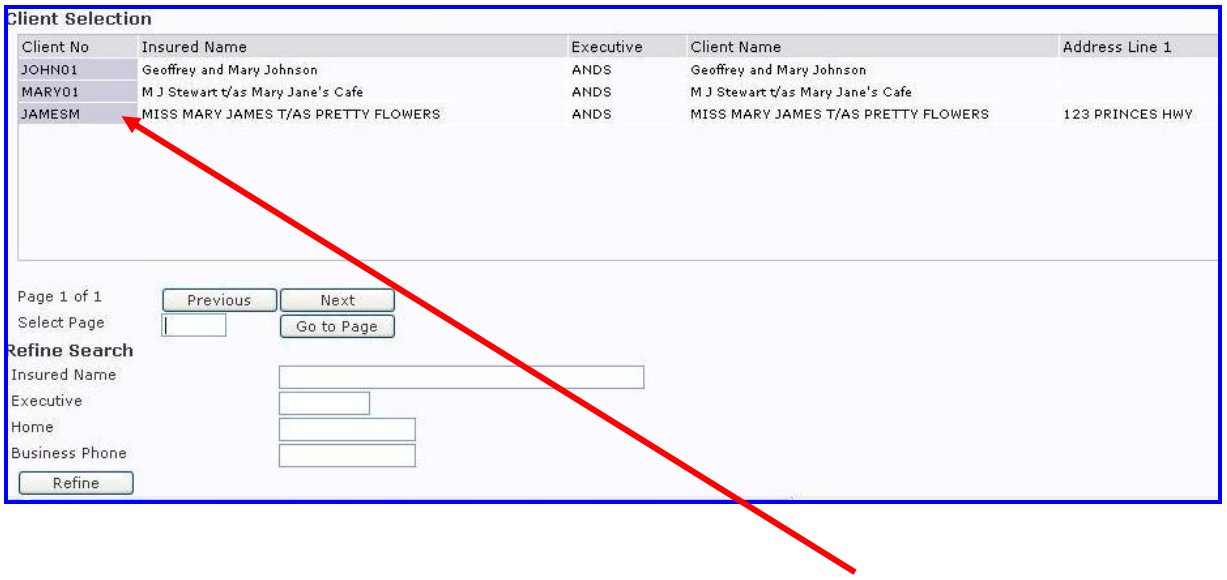
Client Search – an example

In this example we are looking for a client named Mary.

We do not know the surname but know that there is a J in the name.

Enter Mary in the '**Insured Name**' field and J in the '**and Insured Name**' field.

Clicking on the **Client Search** hyperlink, produces the following result:

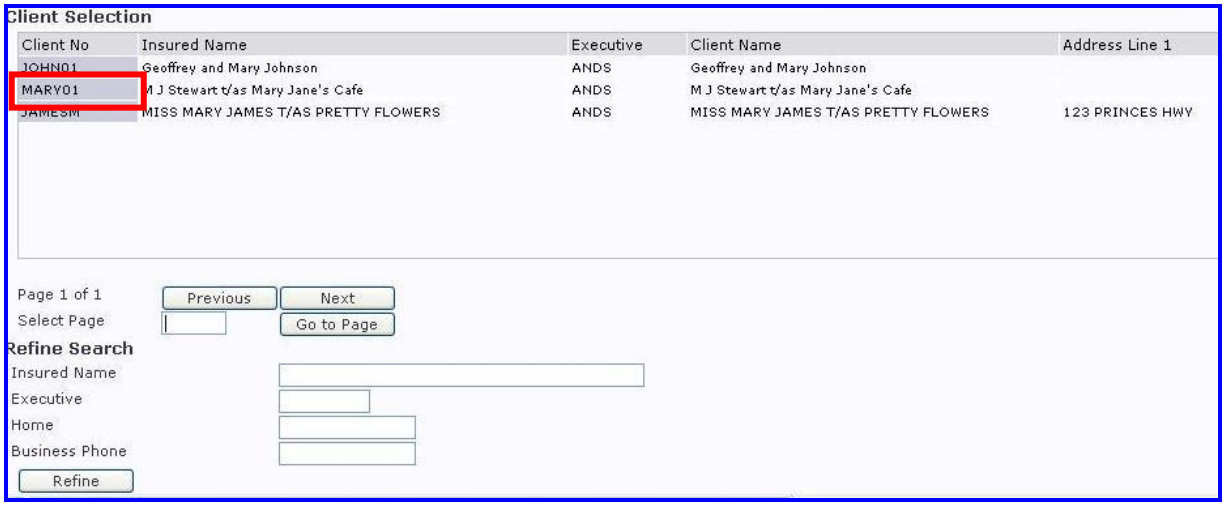


The Search may return multiple pages of results – each contains MARY and J.

If there are several pages returned by the search, we can refine our search by entering additional information in the **Refine Search** fields and clicking on the Refine button.

We can alternatively Page through the Search results by clicking on the **Next** and **Previous** buttons, or we can **Select a Page** Number and navigate to that page by clicking on the **Go to Page** button.

We can select a Client by clicking in the **shaded box** on the form.



Selecting the **shaded box** in the Search form takes us to the detailed enquiry form.

Detailed Enquiry Form

This form contains all of the Navigation aids that are used in ibais. There are:

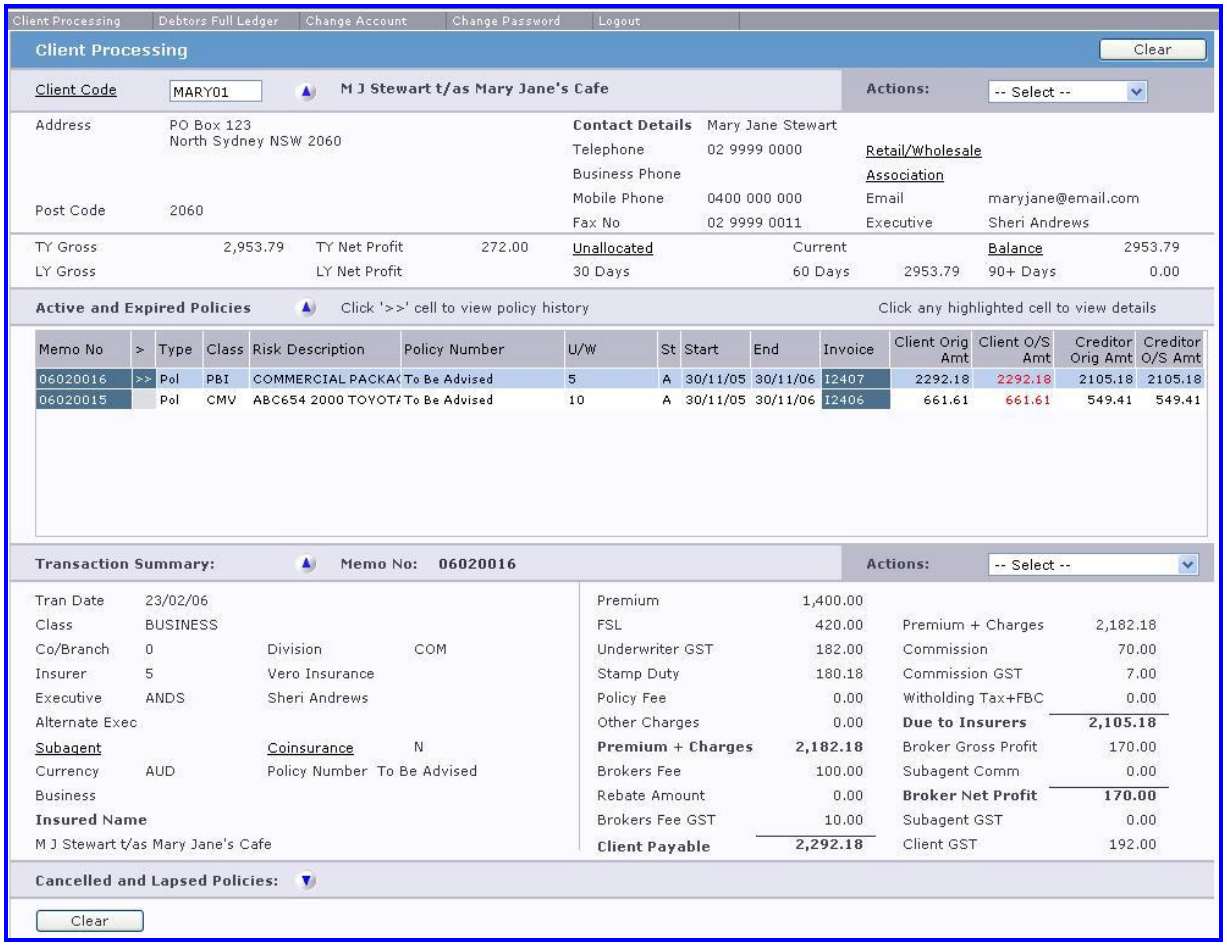
Hyperlinks

Shaded Boxes

Drop Down Selection Lists, and

Buttons

The search returns all of the policies for the selected client.



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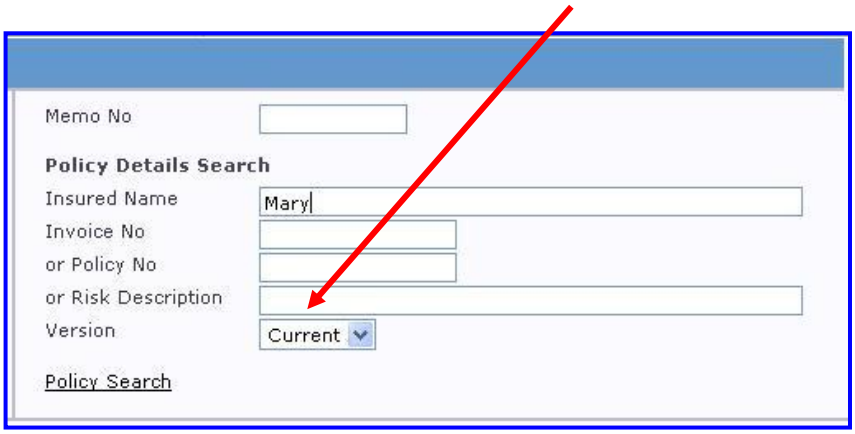
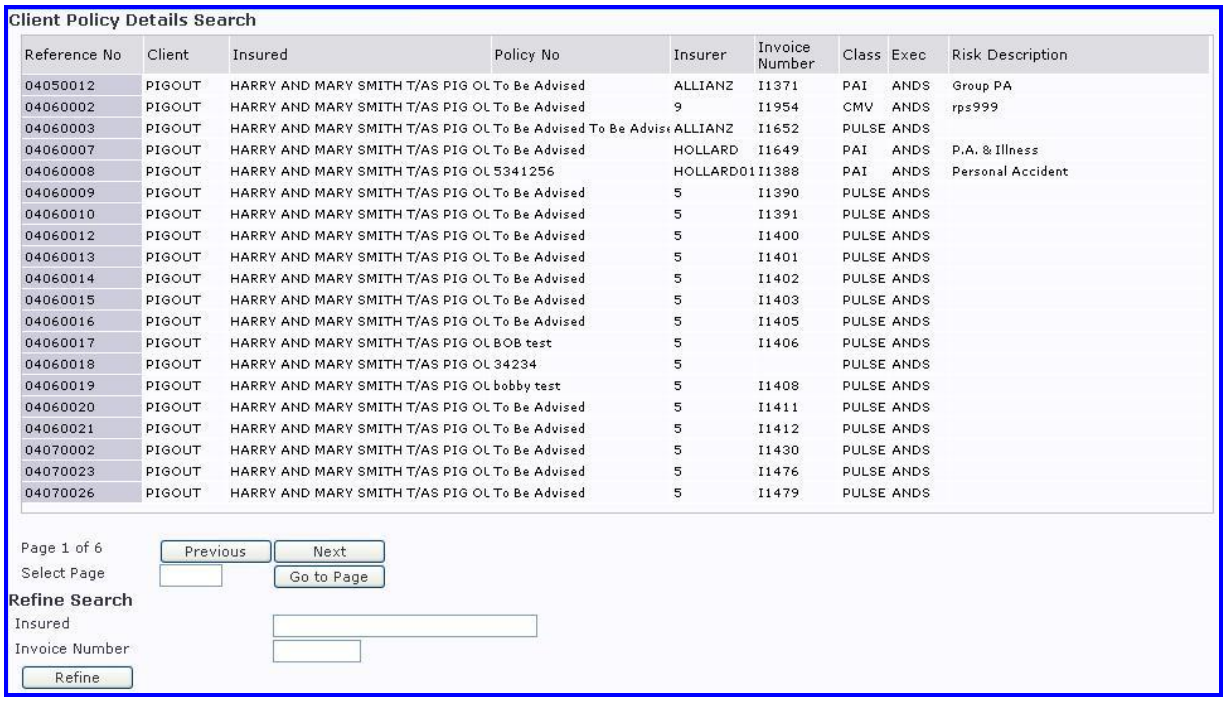
Policy Search – an example

The **Policy Search** option has a number of Search Criteria. However, in this case we are simply looking for the insured name Mary. We are also looking for **Current** Policies only.



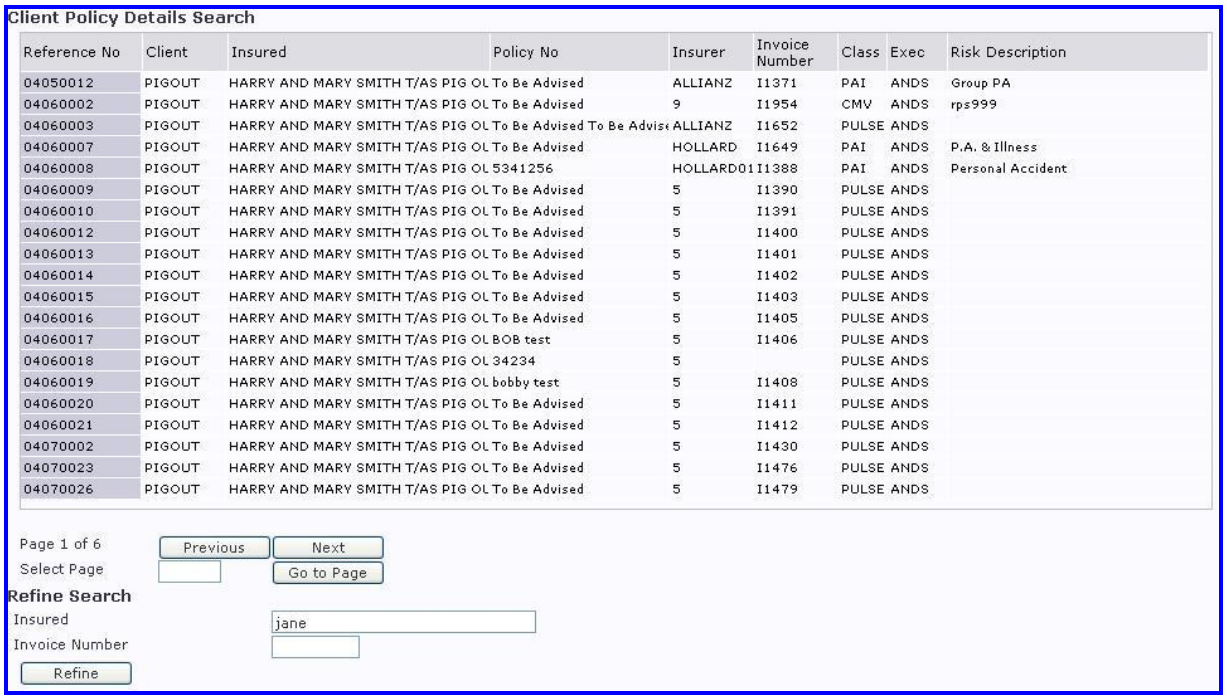
Clicking the **Policy Search** hyperlink generates the following result:


Client Policy Details Search
Reference No | Client | Insured | Policy No | Insurer | Invoice Number | Class | Exec | Risk Description
04050012 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | ALLIANZ | I1371 | PAI | ANDS | Group PA
04060002 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 9 | I1954 | CMV | ANDS | rps999
04060003 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised To Be Advis | ALLIANZ | I1652 | PULSE | ANDS |
04060007 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | HOLLARD | I1649 | PAI | ANDS | P.A. & Illness
04060008 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | 5341256 | HOLLARD01 | I1388 | PAI | ANDS | Personal Accident
04060009 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1390 | PULSE | ANDS |
04060010 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1391 | PULSE | ANDS |
04060012 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1400 | PULSE | ANDS |
04060013 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1401 | PULSE | ANDS |
04060014 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1402 | PULSE | ANDS |
04060015 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1403 | PULSE | ANDS |
04060016 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1405 | PULSE | ANDS |
04060017 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | BOB test | 5 | I1406 | PULSE | ANDS |
04060018 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | 34234 | 5 | | PULSE | ANDS |
04060019 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | bobby test | 5 | I1408 | PULSE | ANDS |
04060020 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1411 | PULSE | ANDS |
04060021 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1412 | PULSE | ANDS |
04070002 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1430 | PULSE | ANDS |
04070023 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1476 | PULSE | ANDS |
04070026 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1479 | PULSE | ANDS |
Page 1 of 6
Previous
Next
Select Page
Go to Page
Refine Search
Insured
Invoice Number
Refine

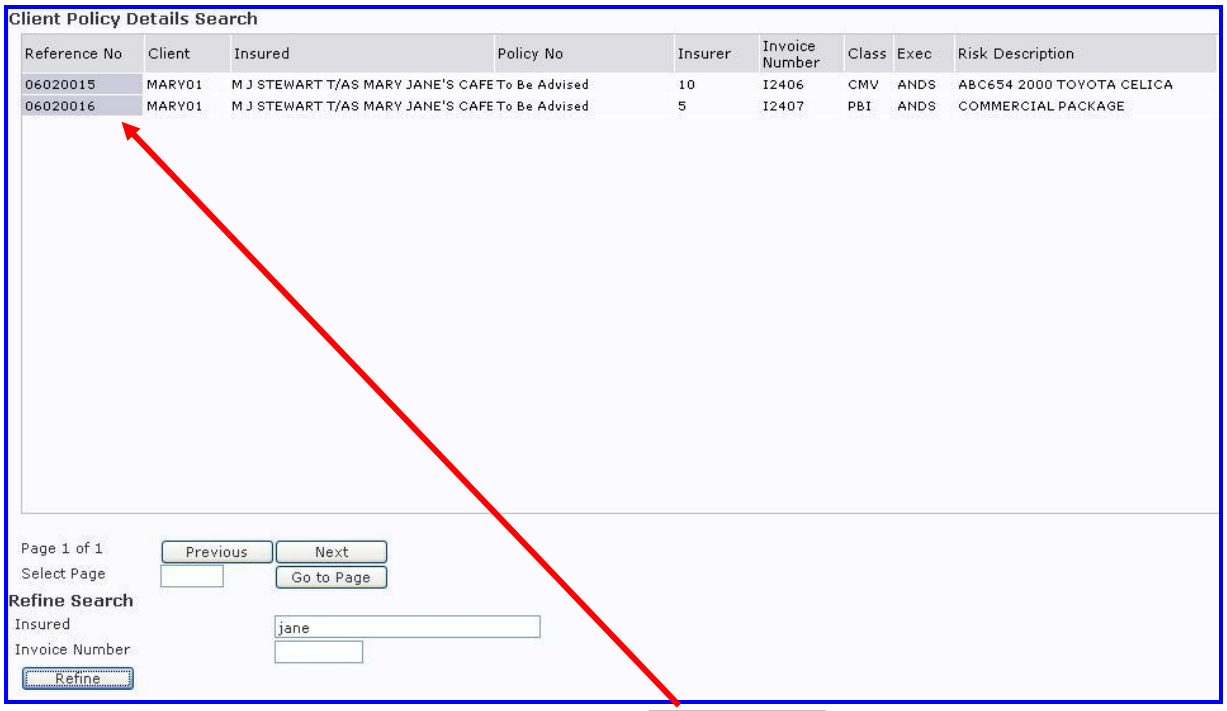
The database has been searched and all records containing **MARY** have been returned.

Please note that this search requires the search criteria to be specified from the beginning of the word, e.g. M..

The search can be further refined:


Client Policy Details Search
Reference No | Client | Insured | Policy No | Insurer | Invoice Number | Class | Exec | Risk Description
04050012 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | ALLIANZ | I1371 | PAI | ANDS | Group PA
04060002 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 9 | I1954 | CMV | ANDS | rps999
04060003 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised To Be Advis | ALLIANZ | I1652 | PULSE | ANDS
04060007 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | HOLLARD | I1649 | PAI | ANDS | P.A. & Illness
04060008 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | 5341256 | HOLLARD01 | I1388 | PAI | ANDS | Personal Accident
04060009 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1390 | PULSE | ANDS
04060010 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1391 | PULSE | ANDS
04060012 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1400 | PULSE | ANDS
04060013 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1401 | PULSE | ANDS
04060014 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1402 | PULSE | ANDS
04060015 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1403 | PULSE | ANDS
04060016 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1405 | PULSE | ANDS
04060017 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | BOB test | 5 | I1406 | PULSE | ANDS
04060018 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | 34234 | 5 | | PULSE | ANDS
04060019 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | bobby test | 5 | I1408 | PULSE | ANDS
04060020 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1411 | PULSE | ANDS
04060021 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1412 | PULSE | ANDS
04070002 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1430 | PULSE | ANDS
04070023 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1476 | PULSE | ANDS
04070026 | PIGOUT | HARRY AND MARY SMITH T/AS PIG OL | To Be Advised | 5 | I1479 | PULSE | ANDS
Page 1 of 6
Previous
Next
Select Page
Go to Page
Refine Search
Insured
jane
Invoice Number
Refine

In the **Refine Search** Option we can enter criteria to refine the results of the Search just performed. In this case we enter **JANE** to find all entries in the search containing the word **JANE**.


Client Policy Details Search
Reference No | Client | Insured | Policy No | Insurer | Invoice Number | Class | Exec | Risk Description
06020015 | MARY01 | M J STEWART T/AS MARY JANE'S CAFE | To Be Advised | 10 | I2406 | CMV | ANDS | ABC654 2000 TOYOTA CELICA
06020016 | MARY01 | M J STEWART T/AS MARY JANE'S CAFE | To Be Advised | 5 | I2407 | PBI | ANDS | COMMERCIAL PACKAGE
Page 1 of 1
Previous
Next
Select Page
Go to Page
Refine Search
Insured
jane
Invoice Number
Refine

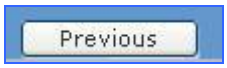
The results are displayed. Clicking on the relevant **shaded box** will return the Detailed Enquiry form.

This form contains all of the Navigation aids that are used in ibais. There are:

Hyperlinks

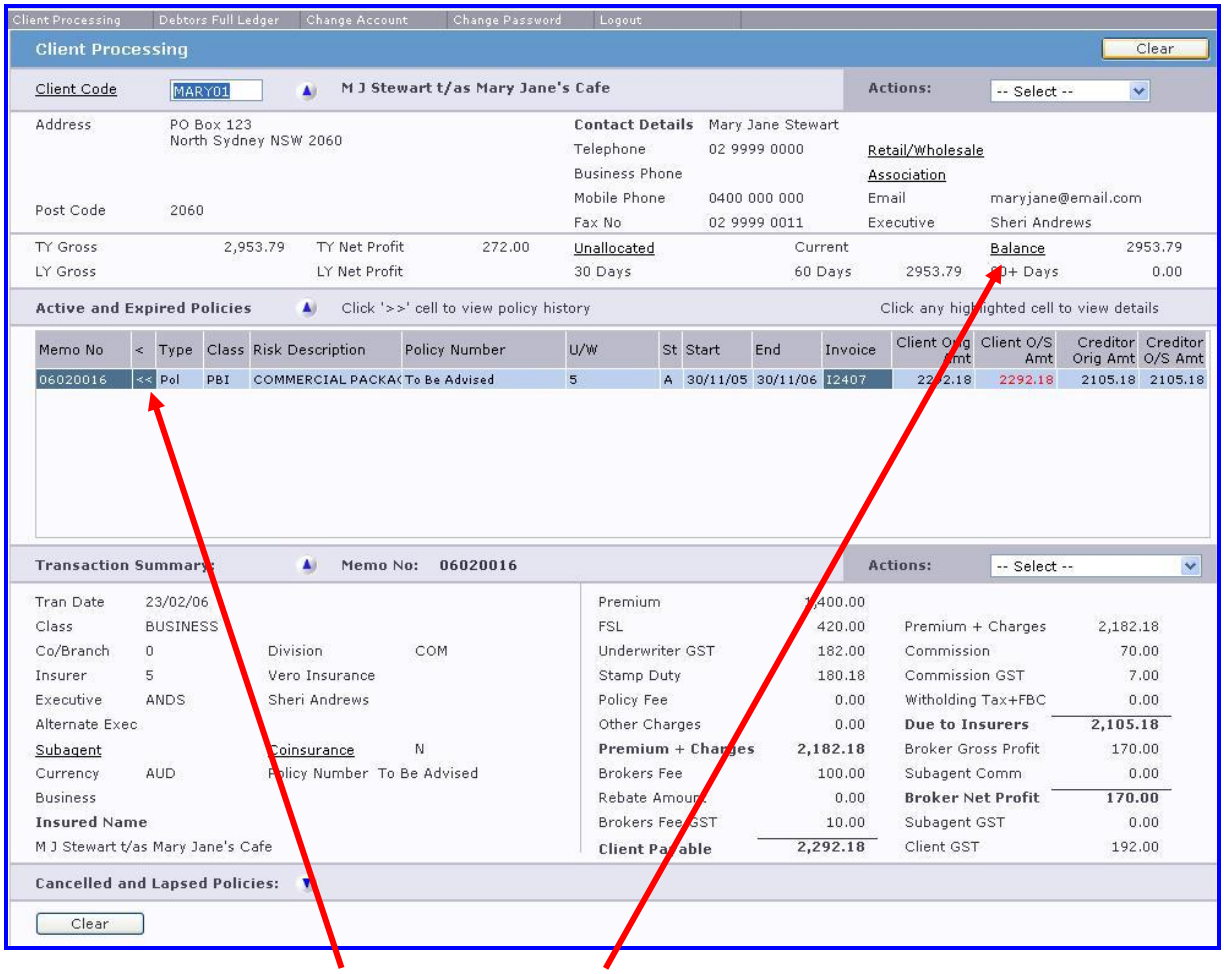
Shaded Boxes

Drop Down Selection Lists, and

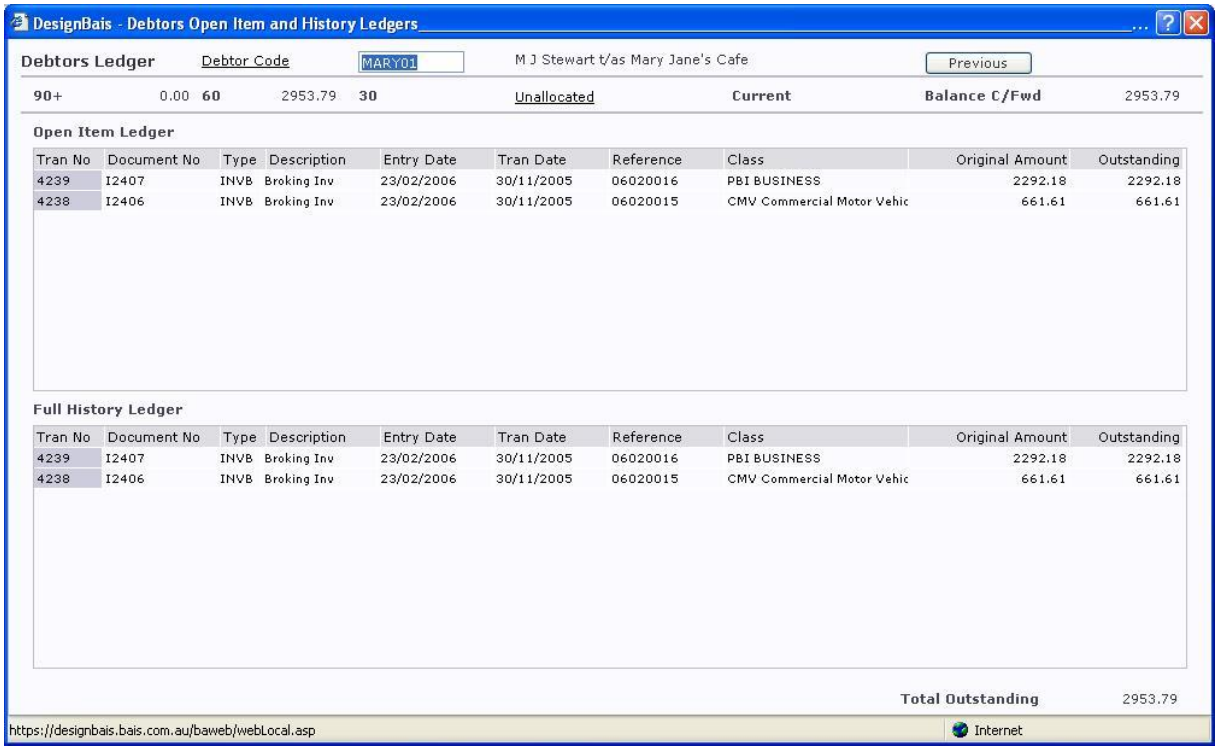


Buttons

The search returns the selected policy and all of its versions.

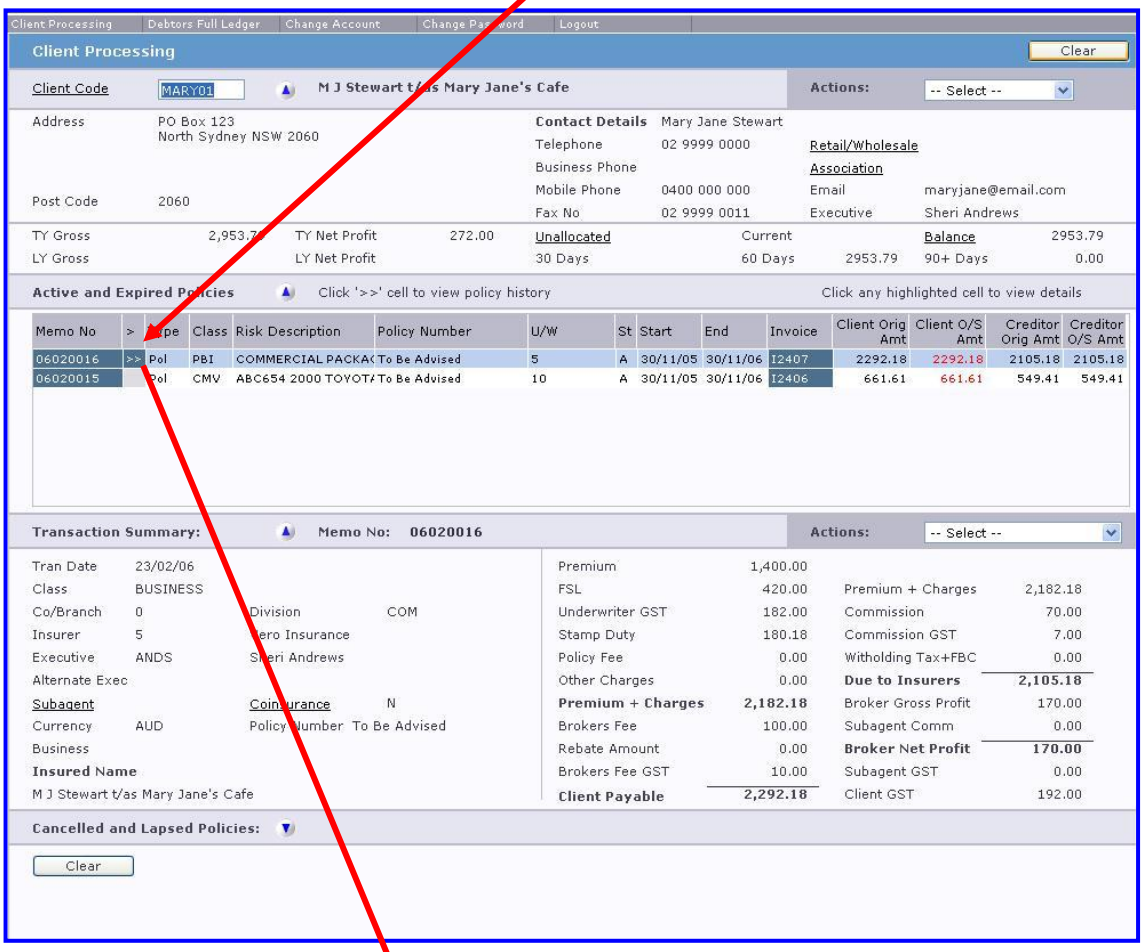


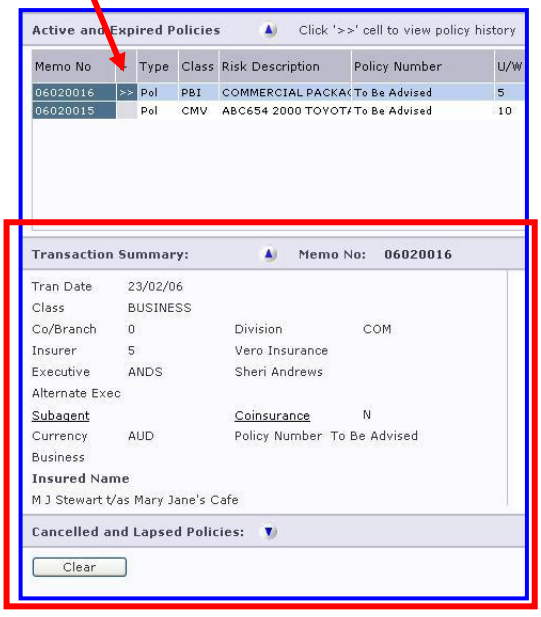
To navigate between a full list of all policies, for this client, and the history of one selected policy, click on the column marked **<<**, above. Clicking on any of the navigation aids will perform the function assigned to that aid. For example, clicking on **Balance** produces the Client Full Ledger enquiry form.


DesignBais - Debtors Open Item and History Ledgers
Debtors Ledger
Debtor Code
MARY01
M J Stewart t/as Mary Jane's Cafe
Previous
90+ 0.00 60 2953.79 30
Unallocated
Current
Balance C/Fwd 2953.79
Open Item Ledger
Tran No | Document No | Type | Description | Entry Date | Tran Date | Reference | Class | Original Amount | Outstanding
4239 | I2407 | INVB | Broking Inv | 23/02/2006 | 30/11/2005 | 06020016 | PBI BUSINESS | 2292.18 | 2292.18
4238 | I2406 | INVB | Broking Inv | 23/02/2006 | 30/11/2005 | 06020015 | CMV Commercial Motor Vehic | 661.61 | 661.61
Full History Ledger
Tran No | Document No | Type | Description | Entry Date | Tran Date | Reference | Class | Original Amount | Outstanding
4239 | I2407 | INVB | Broking Inv | 23/02/2006 | 30/11/2005 | 06020016 | PBI BUSINESS | 2292.18 | 2292.18
4238 | I2406 | INVB | Broking Inv | 23/02/2006 | 30/11/2005 | 06020015 | CMV Commercial Motor Vehic | 661.61 | 661.61
Total Outstanding 2953.79
https://designbais.bais.com.au/baweb/webLocal.asp
Internet

To return to the main enquiry simply click **Previous** or the in the corner.

On the Detailed Enquiry form, the cell highlighted as shown here >>, points to the active record in the Specific Section.





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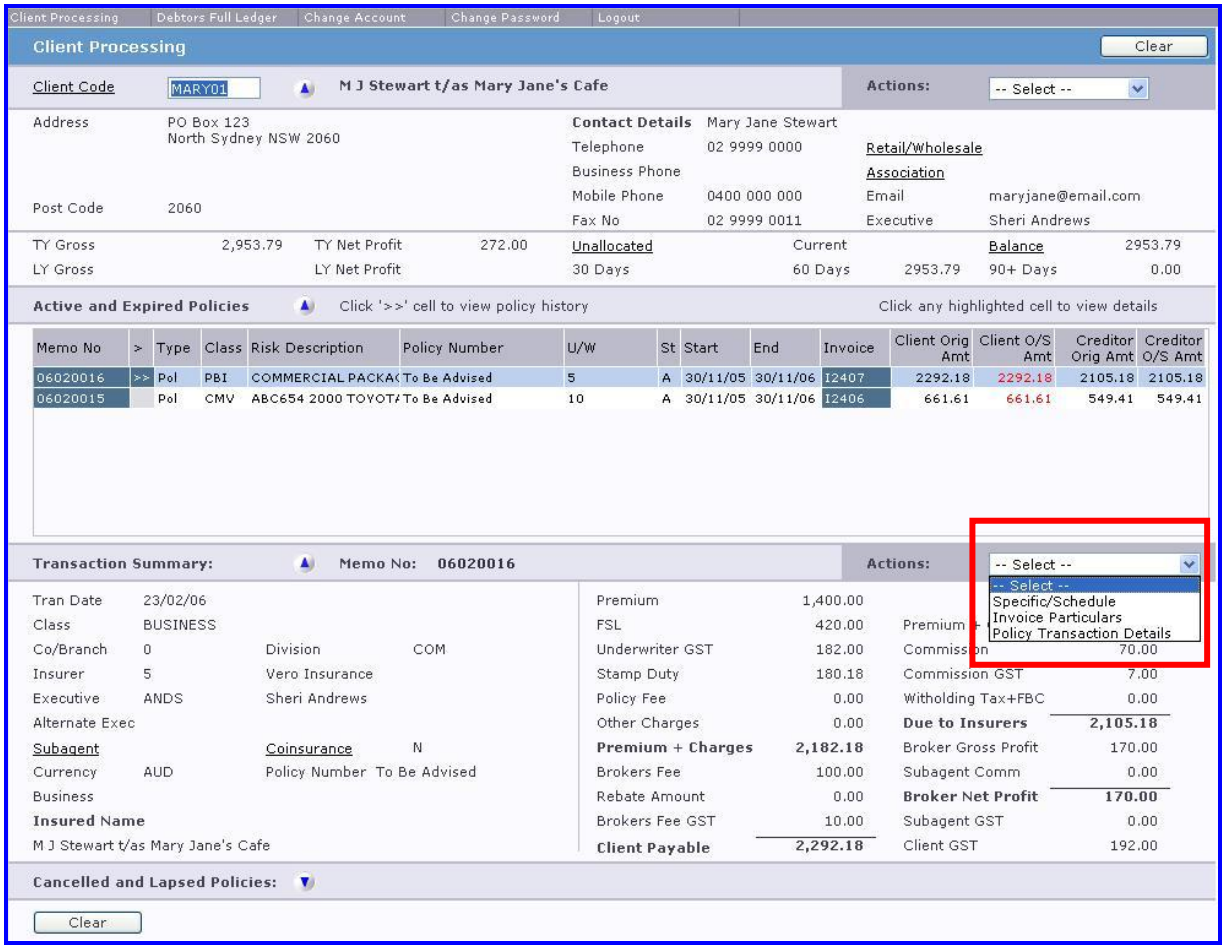
Selecting the **Policy Transaction Details** option, from the Drop Down list, allows you to view the full details of the selected policy transaction.

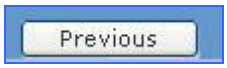


Once again this form contains all of the Navigation aids that are used in ibais. There are:

Hyperlinks

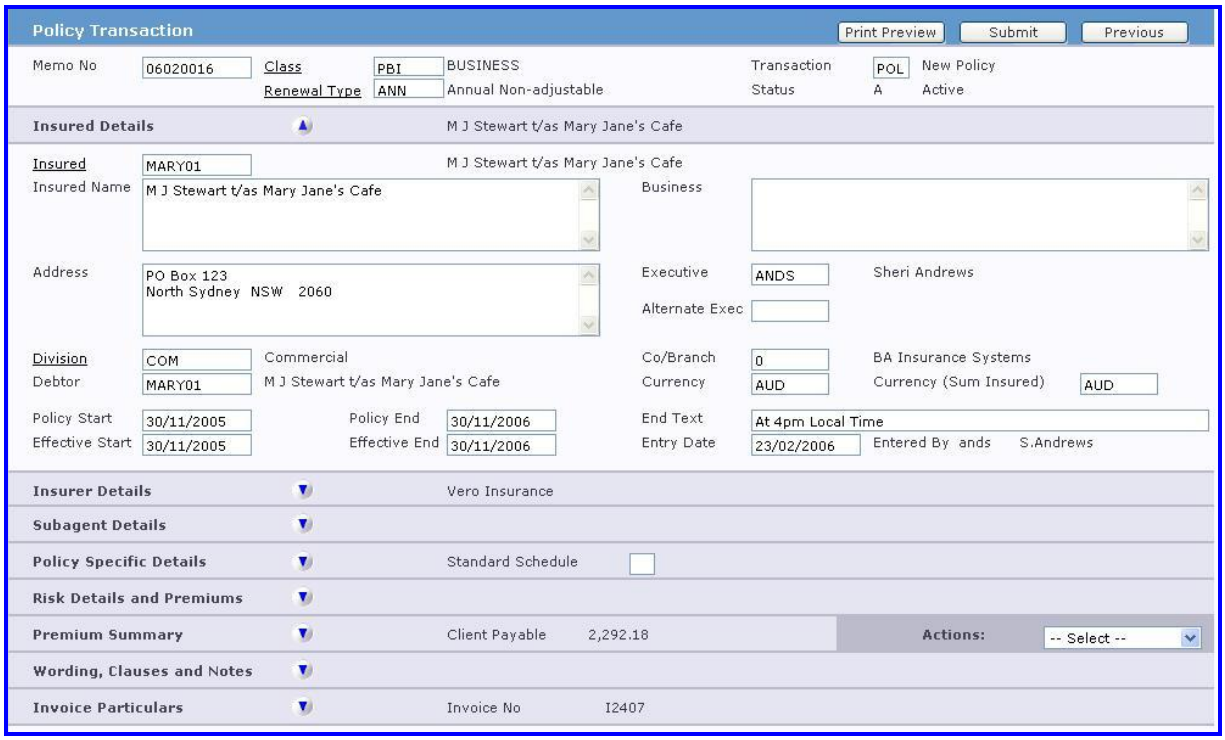
Shaded Boxes

Drop Down Selection Lists, and

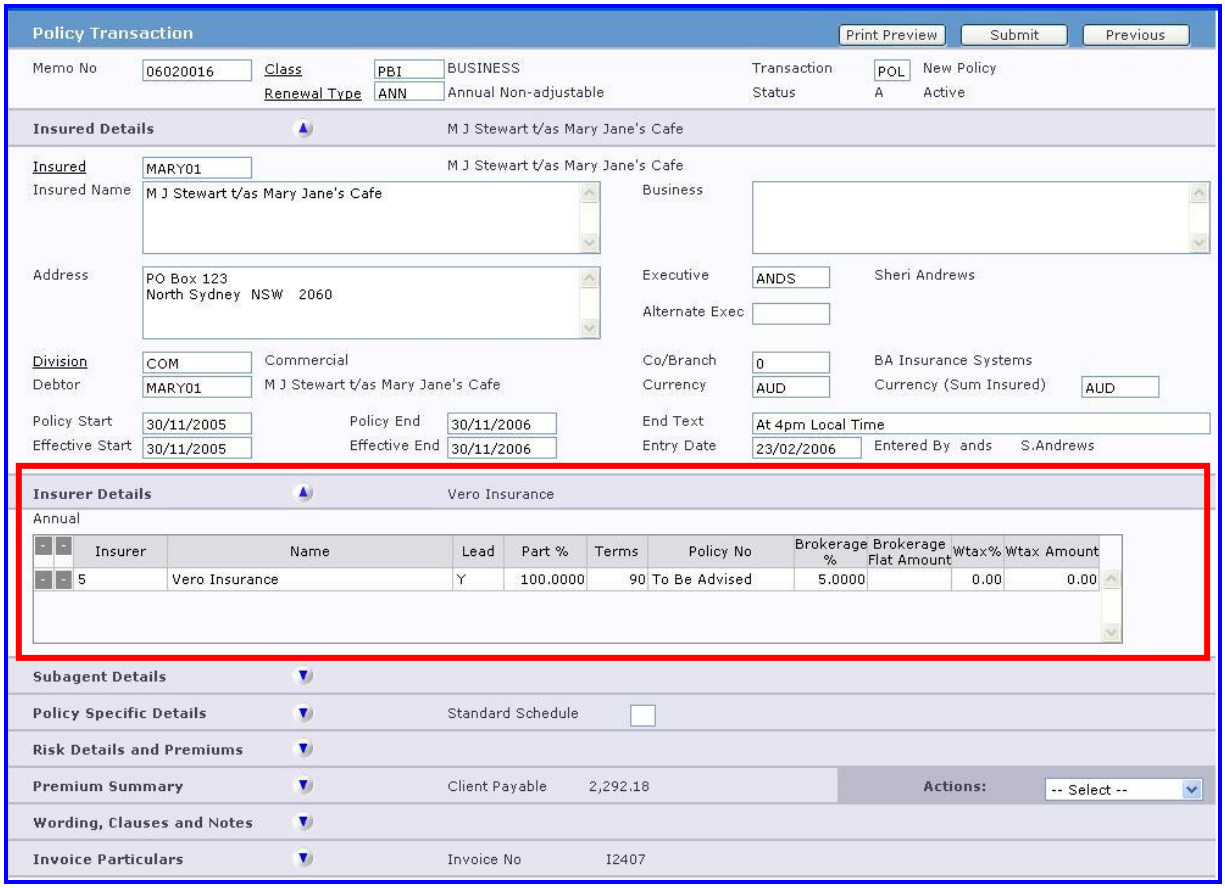


Buttons

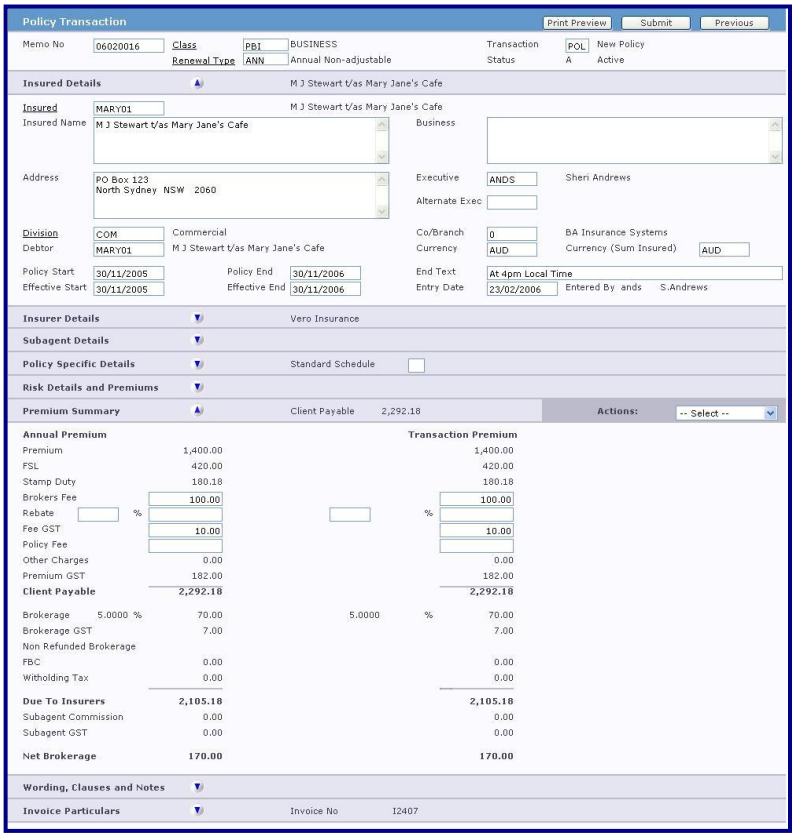
Clicking on these hyperlinks enables you to drill into all of the detail contained in the system relating to this policy transaction.

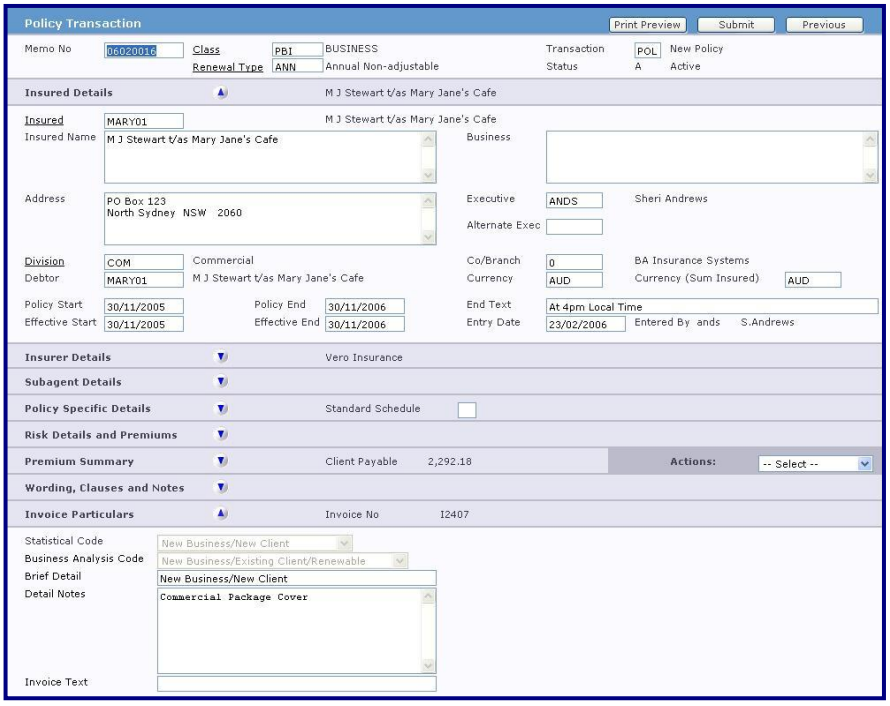


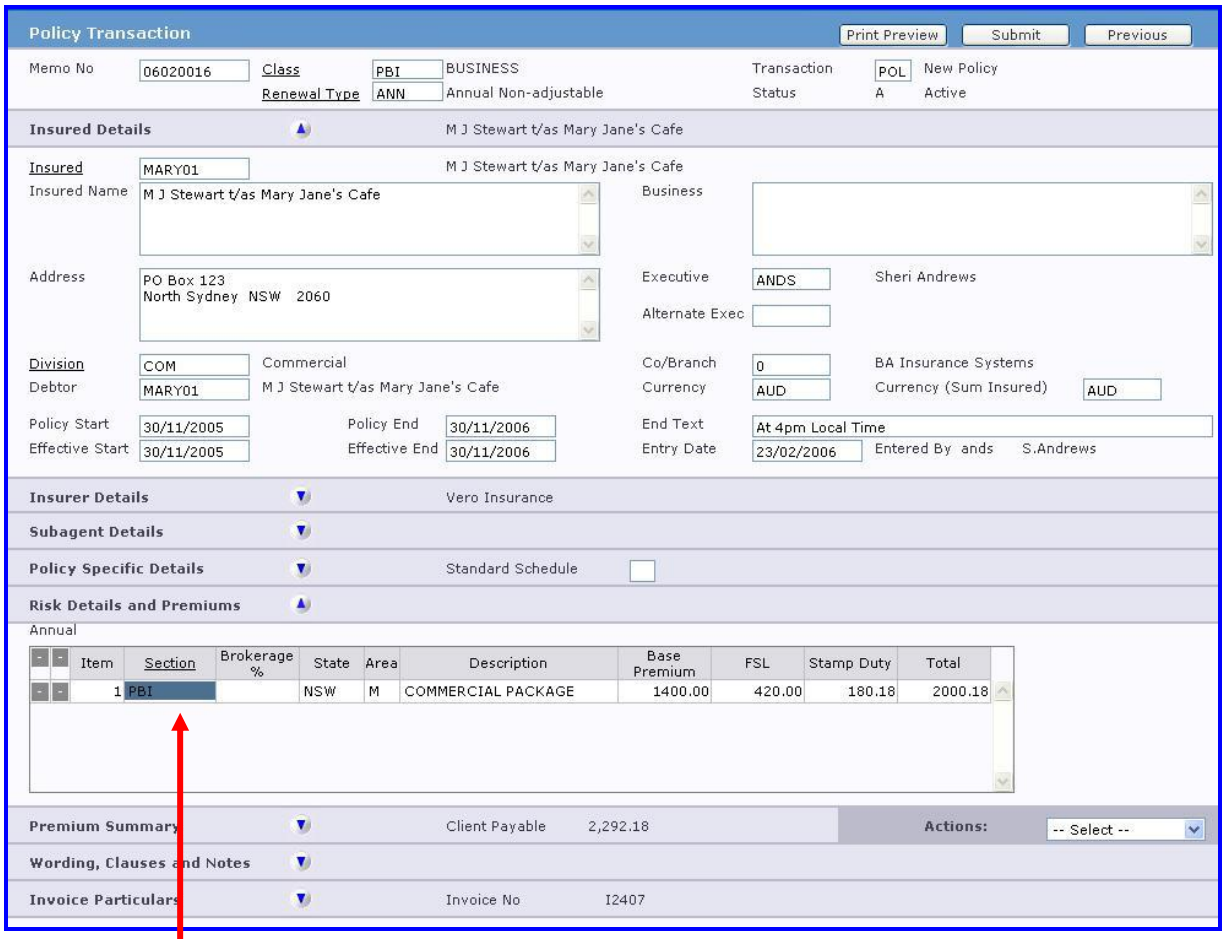
Clicking on the button expands the selected section.



Clicking on the button again collapses the selected section.


Policy Transaction
Print Preview
Submit
Previous
Memo No 06020016
Class PBI BUSINESS
Renewal Type ANN Annual Non-adjustable
Transaction POL New Policy
Status A Active
Insured Details
M J Stewart t/as Mary Jane's Cafe
Insured MARY01
Insured Name M J Stewart t/as Mary Jane's Cafe
Business
Address PO Box 123
North Sydney NSW 2060
Executive ANDS Sheri Andrews
Alternate Exec
Division COM Commercial
Debtor MARY01 M J Stewart t/as Mary Jane's Cafe
Co/Branch 0 BA Insurance Systems
Currency AUD
Currency (Sum Insured) AUD
Policy Start 30/11/2005
Effective Start 30/11/2005
Policy End 30/11/2006
Effective End 30/11/2006
End Text At 4pm Local Time
Entry Date 23/02/2006 Entered By ands S.Andrews
Insurer Details Vero Insurance
Subagent Details
Policy Specific Details Standard Schedule
Risk Details and Premiums
Premium Summary Client Payable 2,292.18
Actions: -- Select --
Annual Premium
Transaction Premium
Premium 1,400.00 1,400.00
FSL 420.00 420.00
Stamp Duty 180.18 180.18
Brokers Fee 100.00 100.00
Rebate % %
Fee GST 10.00 10.00
Policy Fee
Other Charges 0.00 0.00
Premium GST 182.00 182.00
Client Payable 2,292.18 2,292.18
Brokerage 5.0000 % 70.00 5.0000 % 70.00
Brokerage GST 7.00 7.00
Non Refunded Brokerage
FBC 0.00 0.00
Witholding Tax 0.00 0.00
Due To Insurers 2,105.18 2,105.18
Subagent Commission 0.00 0.00
Subagent GST 0.00 0.00
Net Brokerage 170.00 170.00
Wording, Clauses and Notes
Invoice Particulars Invoice No I2407

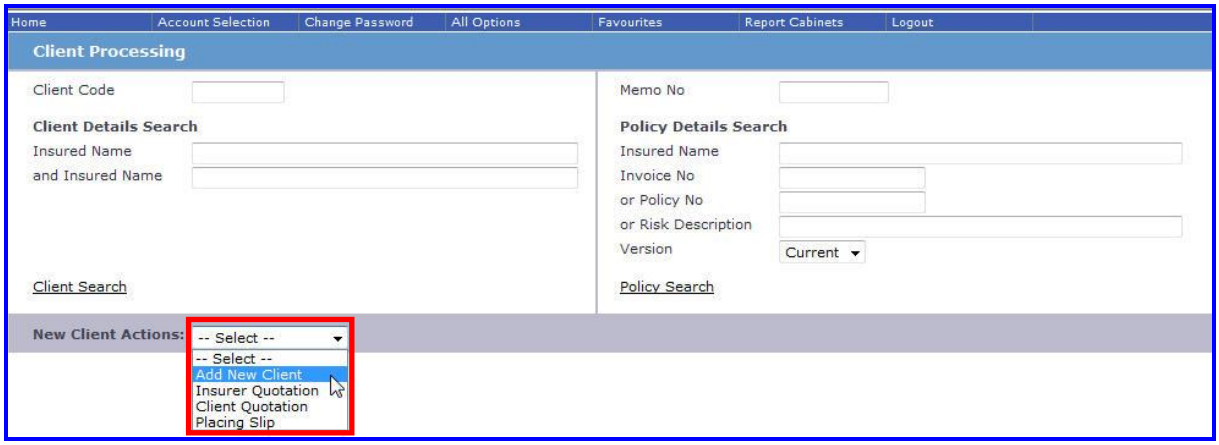

Policy Transaction
Print Preview
Submit
Previous
Memo No 06020016
Class PBI BUSINESS
Renewal Type ANN Annual Non-adjustable
Transaction POL New Policy
Status A Active
Insured Details
M J Stewart t/as Mary Jane's Cafe
Insured MARY01
Insured Name M J Stewart t/as Mary Jane's Cafe
Business
Address PO Box 123
North Sydney NSW 2060
Executive ANDS Sheri Andrews
Alternate Exec
Division COM Commercial
Debtor MARY01 M J Stewart t/as Mary Jane's Cafe
Co/Branch 0 BA Insurance Systems
Currency AUD
Currency (Sum Insured) AUD
Policy Start 30/11/2005
Effective Start 30/11/2005
Policy End 30/11/2006
Effective End 30/11/2006
End Text At 4pm Local Time
Entry Date 23/02/2006 Entered By ands S.Andrews
Insurer Details Vero Insurance
Subagent Details
Policy Specific Details Standard Schedule
Risk Details and Premiums
Premium Summary Client Payable 2,292.18
Actions: -- Select --
Wording, Clauses and Notes
Invoice Particulars Invoice No I2407
Statistical Code New Business/New Client
Business Analysis Code New Business/Existing Client/Renewable
Brief Detail New Business/New Client
Detail Notes Commercial Package Cover
Invoice Text


Policy Transaction
Print Preview
Submit
Previous
Memo No 06020016
Class PBI BUSINESS
Renewal Type ANN Annual Non-adjustable
Transaction POL New Policy
Status A Active
Insured Details
M J Stewart t/as Mary Jane's Cafe
Insured MARY01
Insured Name M J Stewart t/as Mary Jane's Cafe
Business
Address PO Box 123 North Sydney NSW 2060
Executive ANDS Sheri Andrews
Alternate Exec
Division COM Commercial
Debtor MARY01 M J Stewart t/as Mary Jane's Cafe
Co/Branch 0 BA Insurance Systems
Currency AUD
Currency (Sum Insured) AUD
Policy Start 30/11/2005
Effective Start 30/11/2005
Policy End 30/11/2006
Effective End 30/11/2006
End Text At 4pm Local Time
Entry Date 23/02/2006 Entered By ands S.Andrews
Insurer Details Vero Insurance
Subagent Details
Policy Specific Details Standard Schedule
Risk Details and Premiums
Annual
Item Section Brokerage % State Area Description Base Premium FSL Stamp Duty Total
1 PBI NSW M COMMERCIAL PACKAGE 1400.00 420.00 180.18 2000.18
Premium Summary Client Payable 2,292.18 Actions: -- Select --
Wording, Clauses and Notes
Invoice Particulars Invoice No I2407

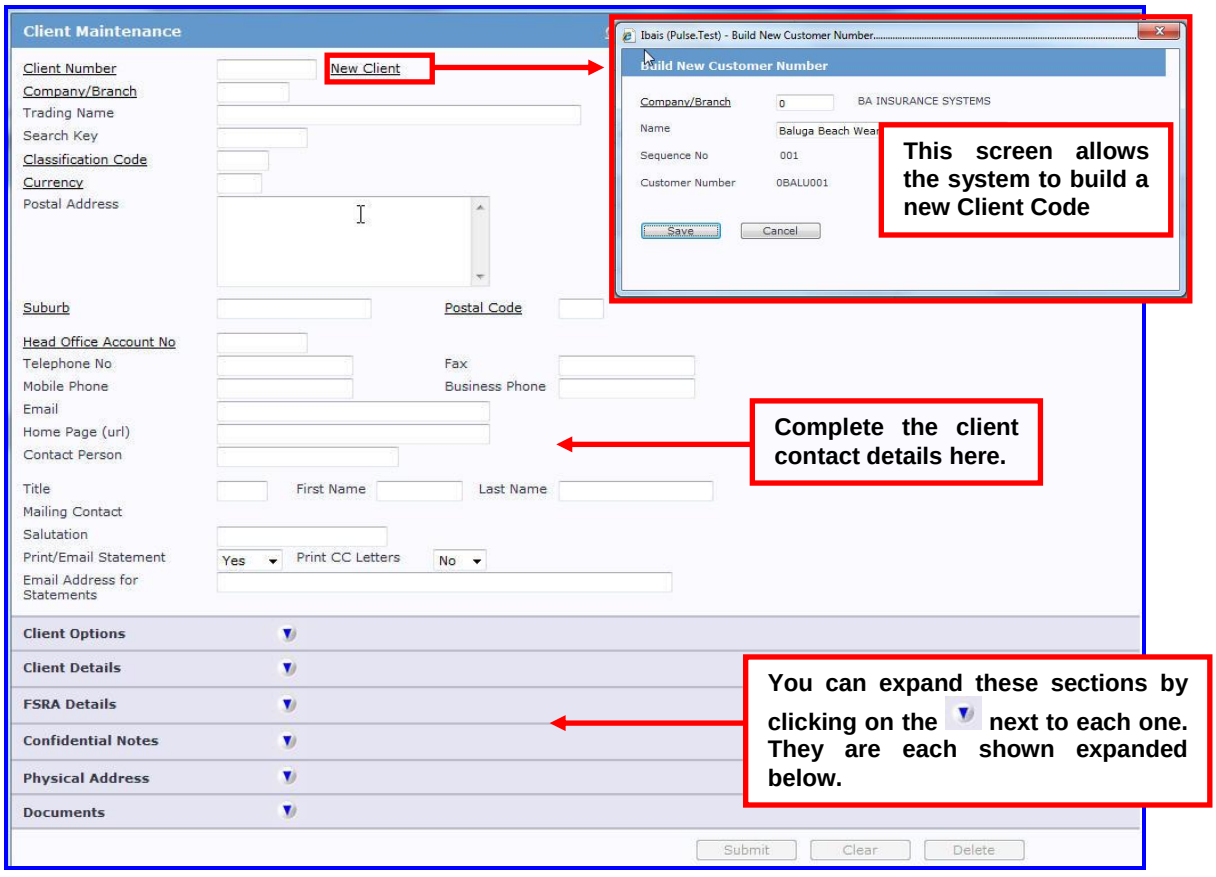
Click on the **Shaded Box** for additional information.

Creating a New Client Record

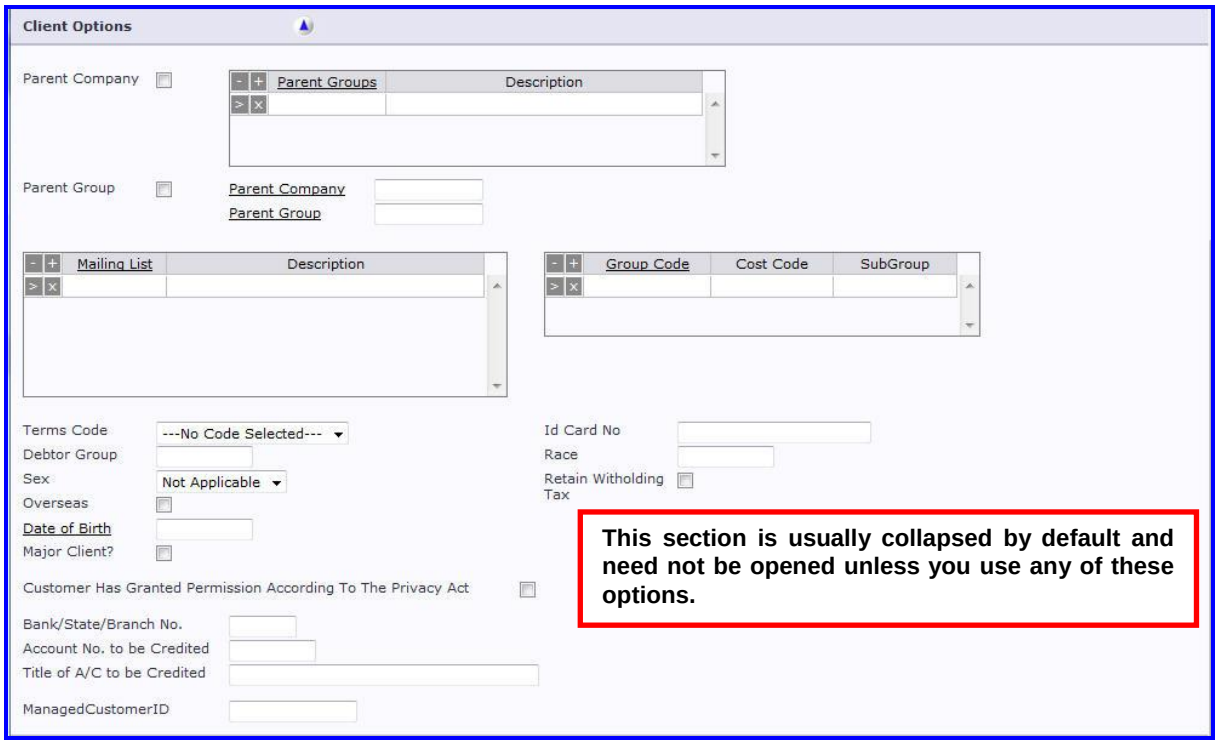
To create a new client record on the system you will need to access the **Add New Client function** from the **Client Processing screen**:



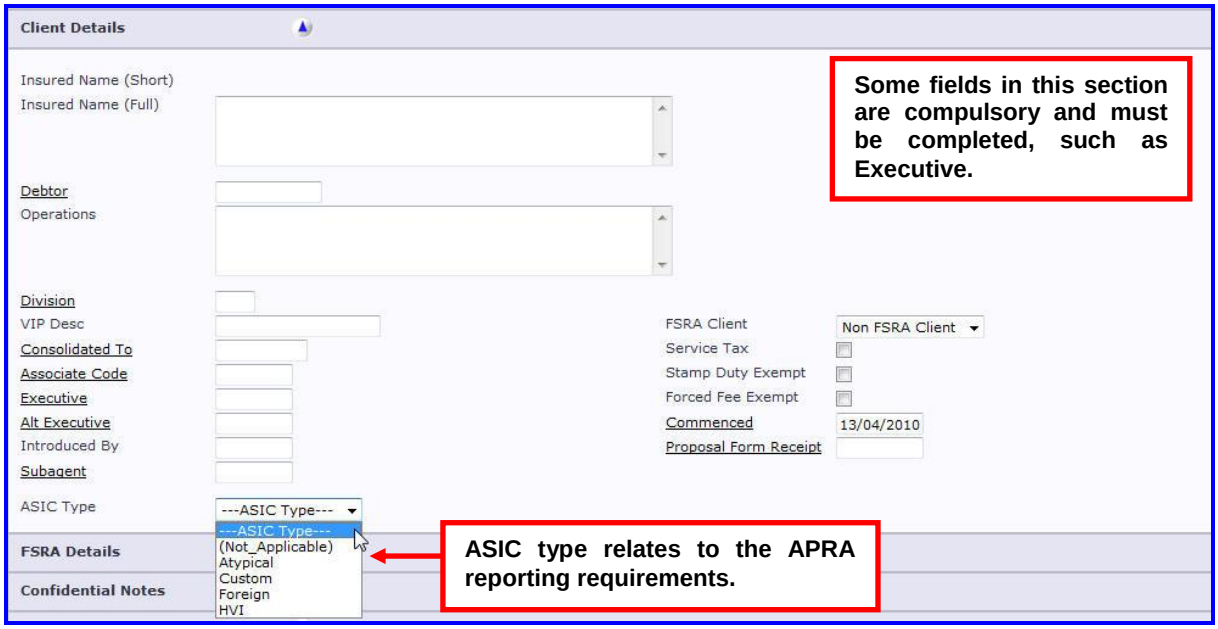
The **Client Maintenance screen** is displayed as shown below. Click on the **New Client** hyperlink to create a new client code.



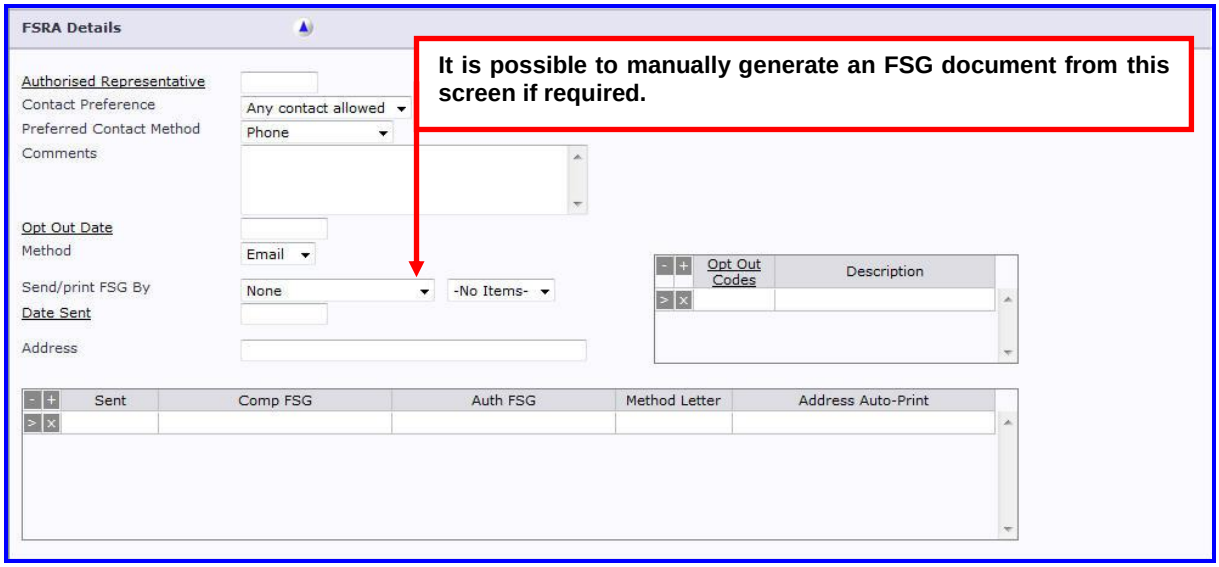
Client Options:



Client Details:



FSRA Details



Confidential Notes

This section allows you to capture information about this client for internal use. These notes do not print out on client documentation. It is a free text field in which you can record anything. There is also a field to record the date of your last visit to this client.

If confidential notes have been entered there will be a **note icon** visible on the Client Processing screen to indicate that there is a note related to this client:

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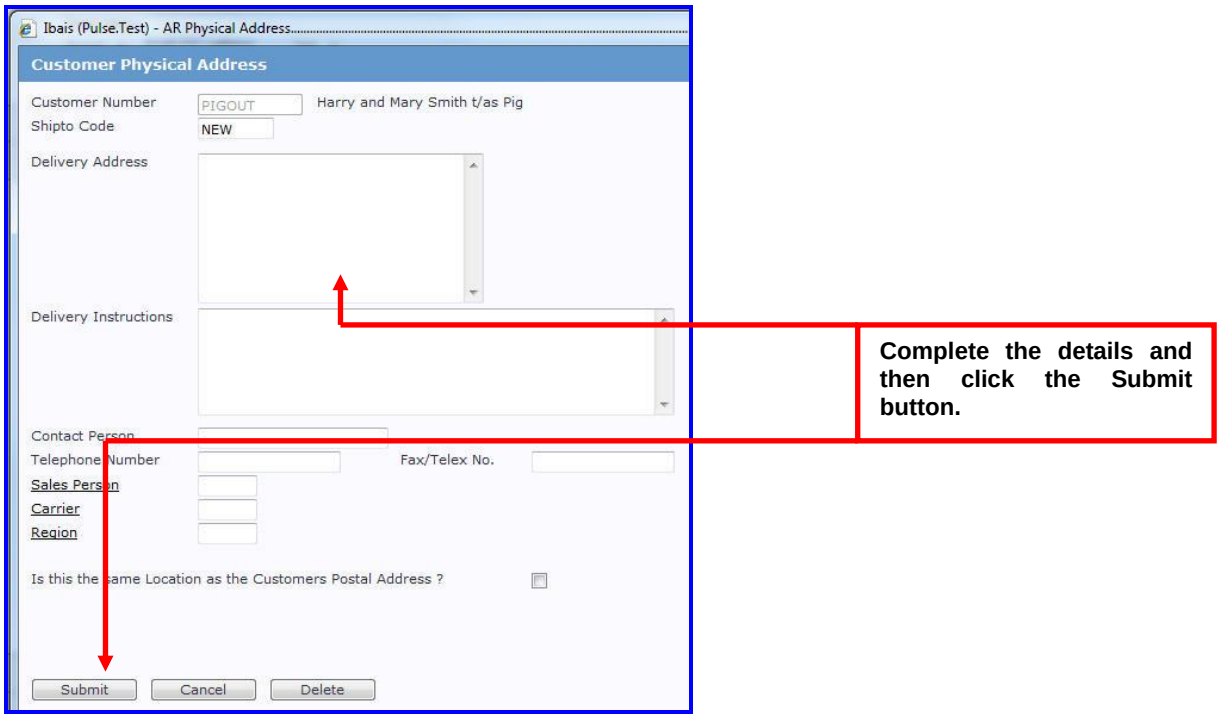
Physical Address

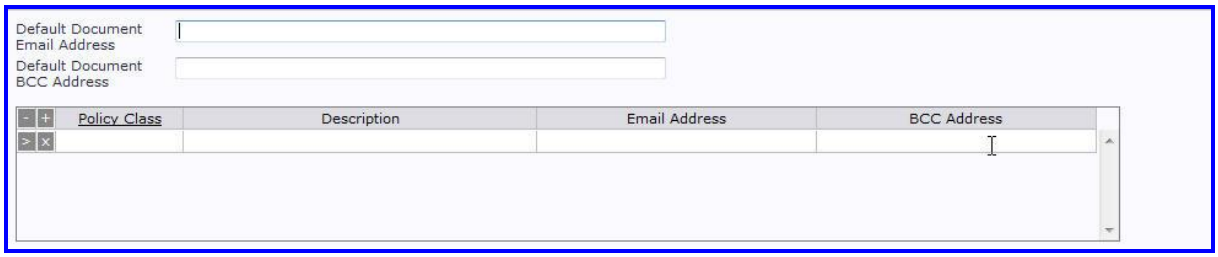
The client's physical address(es) can be captured here.

Click **New** to add a new address, and the following screen is displayed:



Documents

The documents section of the Client Record allows you to set up email addresses for invoice and schedule documents to be sent directly to the client. Emails will go to the default email address unless the policy class is listed and an alternative email address is provided.

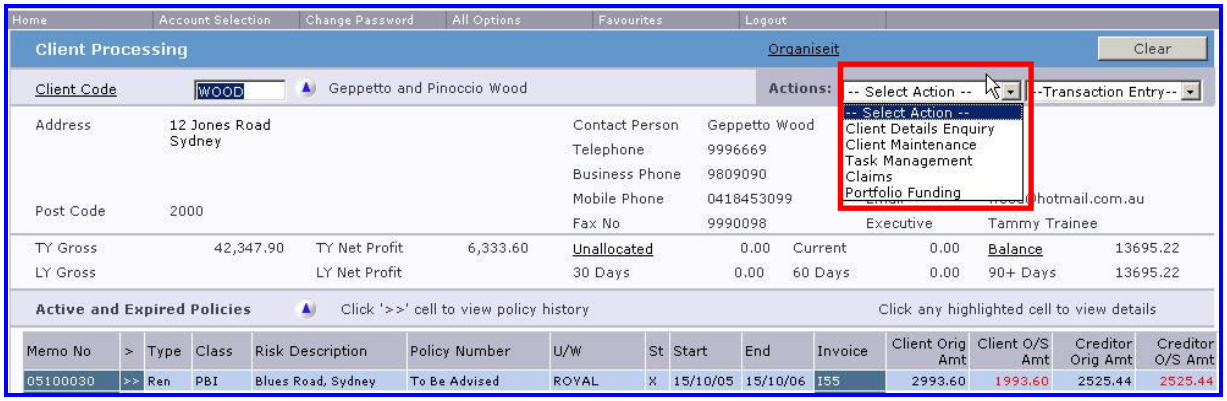


Client Details Enquiry and Client Maintenance

The **Client Details Enquiry** function gives viewing option **only to Client Maintenance**.

The **Client Maintenance** function can be used to update any details on the client record.

Client Details Enquiry and Client Maintenance are accessed from the **Actions** drop down menu as shown here:



Selecting **Client Details Enquiry** or **Client Maintenance** takes you into the screen below:

Please Note: **Client Details Enquiry will show all the details but they will be greyed out so you are unable to change.**

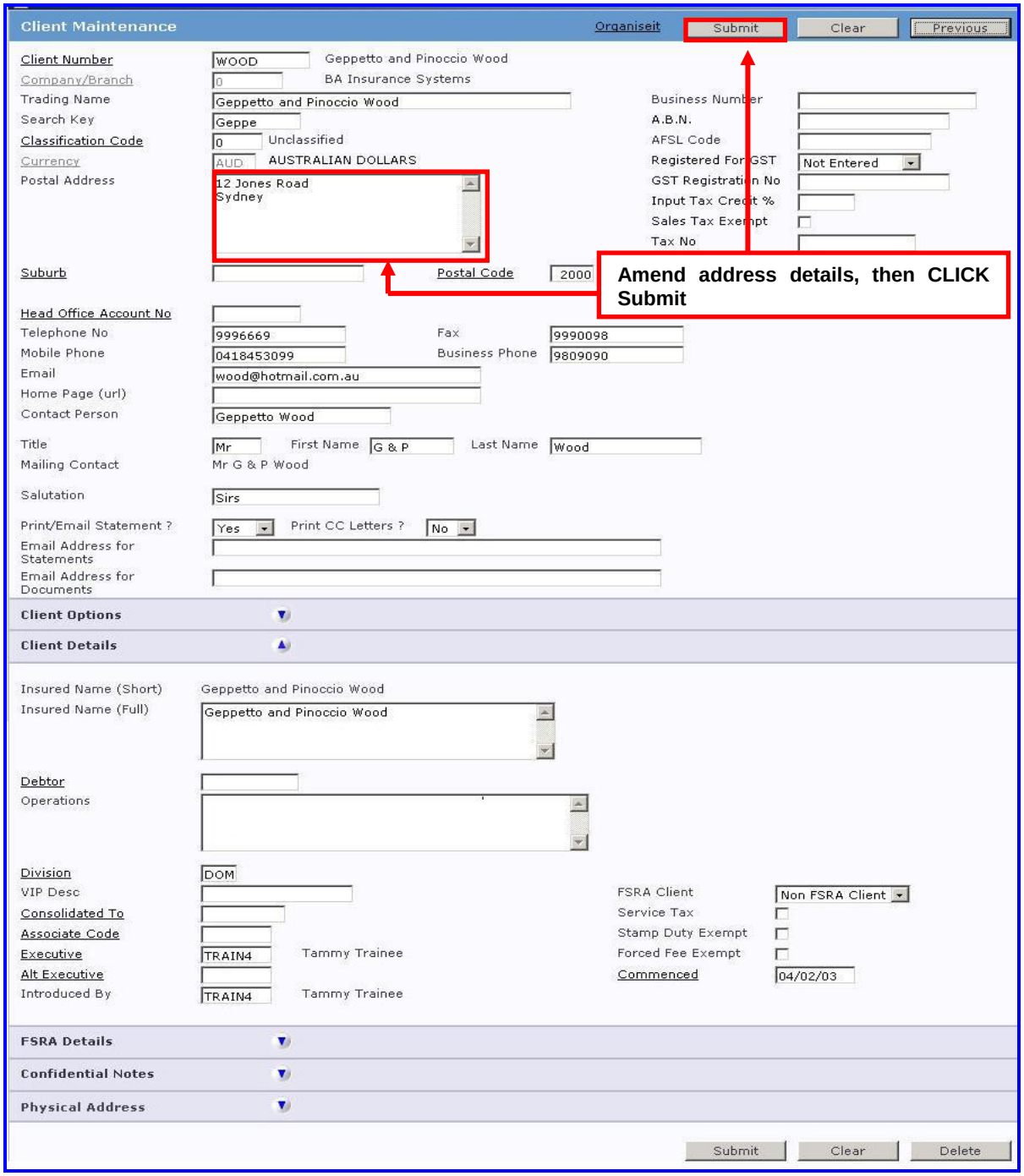
Should you need to **change any details** on the client record:

go into **Client Maintenance**;

Update the record; and

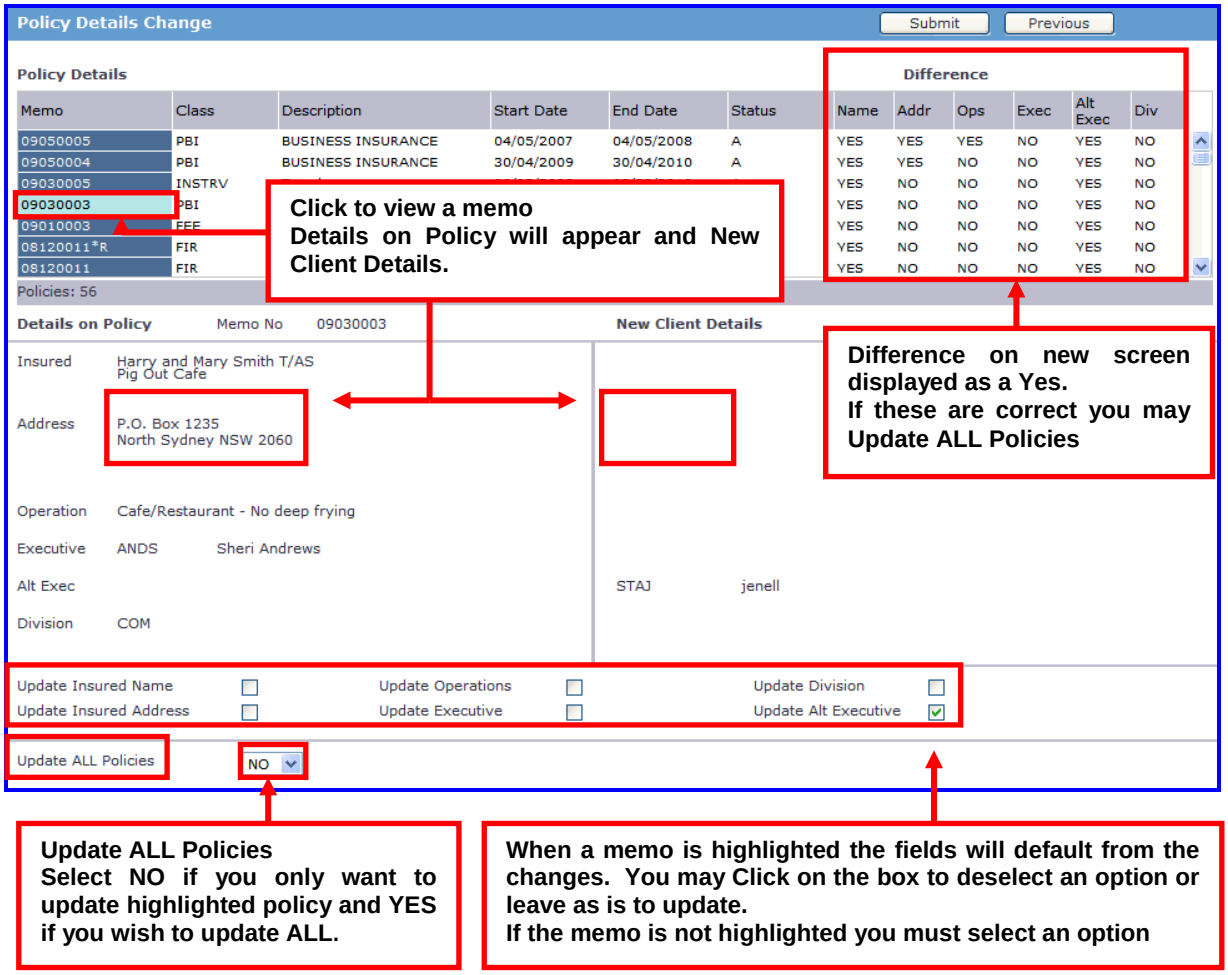
Click Submit.

In the following example we have changed the address.



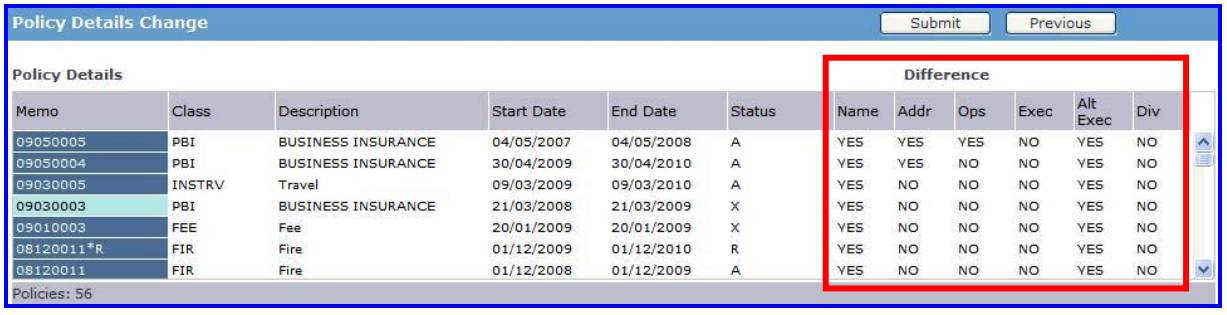
Once you **Submit** the changes, the following screen appears which allows you to determine which policies you require the change to reflect.

Please Note: **Some changes such as Name, Address, Operations, Executive and Division affect all policies.**


Policy Details Change
Submit
Previous
Policy Details
Difference
Memo
Class
Description
Start Date
End Date
Status
Name
Addr
Ops
Exec
Alt Exec
Div
09050005 PBI BUSINESS INSURANCE 04/05/2007 04/05/2008 A YES YES YES NO YES NO
09050004 PBI BUSINESS INSURANCE 30/04/2009 30/04/2010 A YES YES NO NO YES NO
09030005 INSTRV YES NO NO NO YES NO
09030003 PBI YES NO NO NO YES NO
09010003 FEE YES NO NO NO YES NO
08120011*R FIR YES NO NO NO YES NO
08120011 FIR YES NO NO NO YES NO
Policies: 56
Click to view a memo
Details on Policy will appear and New Client Details.
Details on Policy
Memo No 09030003
New Client Details
Insured Harry and Mary Smith T/AS Pig Out Cafe
Address P.O. Box 1235 North Sydney NSW 2060
Operation Cafe/Restaurant - No deep frying
Executive ANDS Sheri Andrews
Alt Exec
STAJ jenell
Division COM
Difference on new screen displayed as a Yes.
If these are correct you may Update ALL Policies
Update Insured Name
Update Insured Address
Update Operations
Update Executive
Update Division
Update Alt Executive
Update ALL Policies
NO
Update ALL Policies
Select NO if you only want to update highlighted policy and YES if you wish to update ALL.
When a memo is highlighted the fields will default from the changes. You may Click on the box to deselect an option or leave as is to update.
If the memo is not highlighted you must select an option

When you have input your selection, **Click Submit** to process the transaction.

Once complete, the **Difference section** will be updated to reflect the new data. If all updated to new data there will only be **NO** Difference displayed.


Policy Details Change
Submit
Previous
Policy Details
Difference
Memo
Class
Description
Start Date
End Date
Status
Name
Addr
Ops
Exec
Alt Exec
Div
09050005 PBI BUSINESS INSURANCE 04/05/2007 04/05/2008 A YES YES YES NO YES NO
09050004 PBI BUSINESS INSURANCE 30/04/2009 30/04/2010 A YES YES NO NO YES NO
09030005 INSTRV Travel 09/03/2009 09/03/2010 A YES NO NO NO YES NO
09030003 PBI BUSINESS INSURANCE 21/03/2008 21/03/2009 X YES NO NO NO YES NO
09010003 FEE Fee 20/01/2009 20/01/2009 X YES NO NO NO YES NO
08120011*R FIR Fire 01/12/2009 01/12/2010 R YES NO NO NO YES NO
08120011 FIR Fire 01/12/2008 01/12/2009 A YES NO NO NO YES NO
Policies: 56

The transaction is now complete so you may exit out.

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Policy Processing

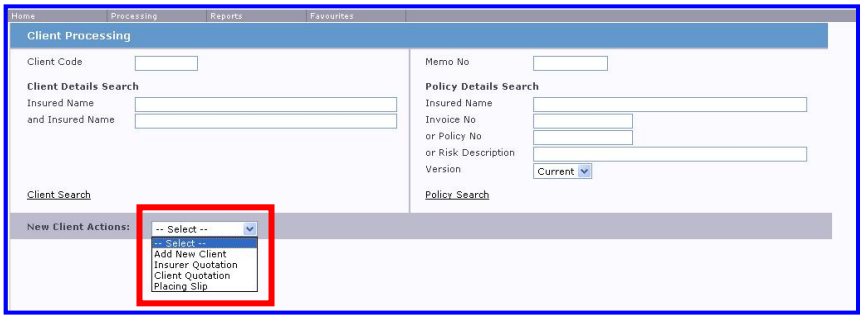
All policy processing is driven from the Client processing form.

The various options are outlined below:

1. Where the transaction is for a prospective client (i.e. the client master record has not been established in the system).

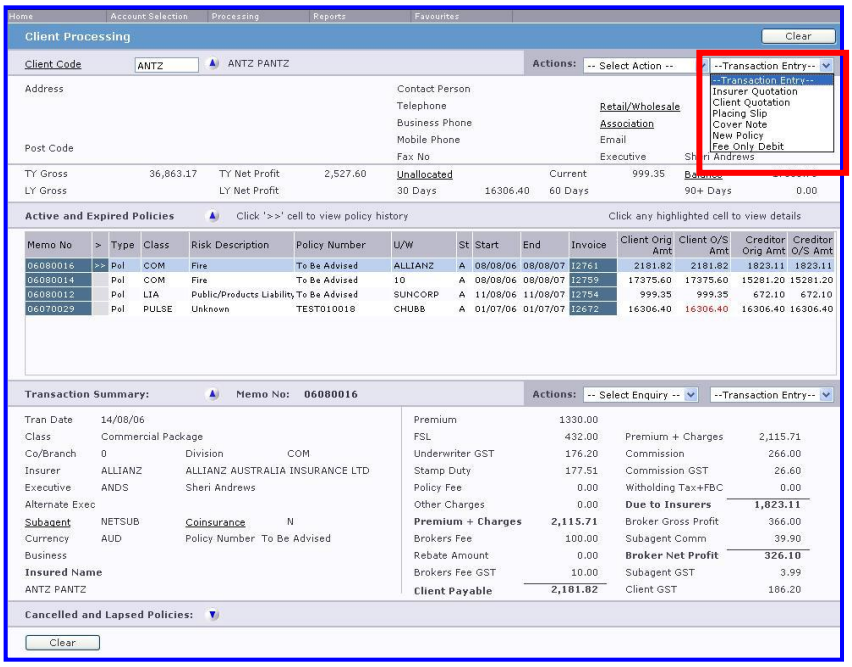
To complete a quotation to insurer, client quotation or placing slip, select the **New Client Actions** dropdown.

Note: To complete a new policy, the client master record must be established – this can also be completed from this dropdown.



2. Where the transaction is new business for an existing client.

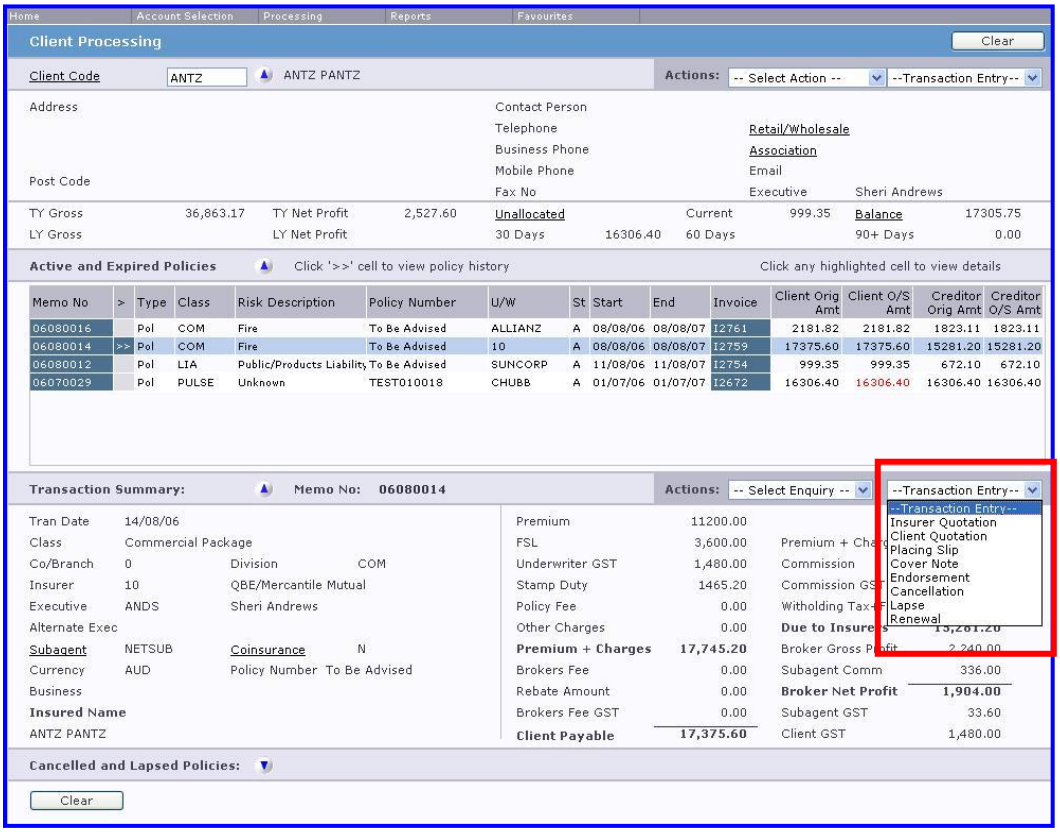
Call up the client record and use the "**Transaction Entry**" dropdown at the top of the form.



3. Where the transaction is an amendment or renewal for an existing policy for an existing client.

Call up the client record and highlight the policy that needs to be updated.

Use the "**Transaction Entry**" dropdown in the middle of the form. This dropdown will only allow actions that are appropriate for the selected policy.



To Enter a New Policy

Click on **New Policy** in the dropdown. The following form will be presented.

Enter the policy class and hit the **Accept** button.

The following form will be presented.

Note: Some sections are mandatory. These contain a red button on the right hand side of the section header. While the button is visible there are fields still requiring completion.

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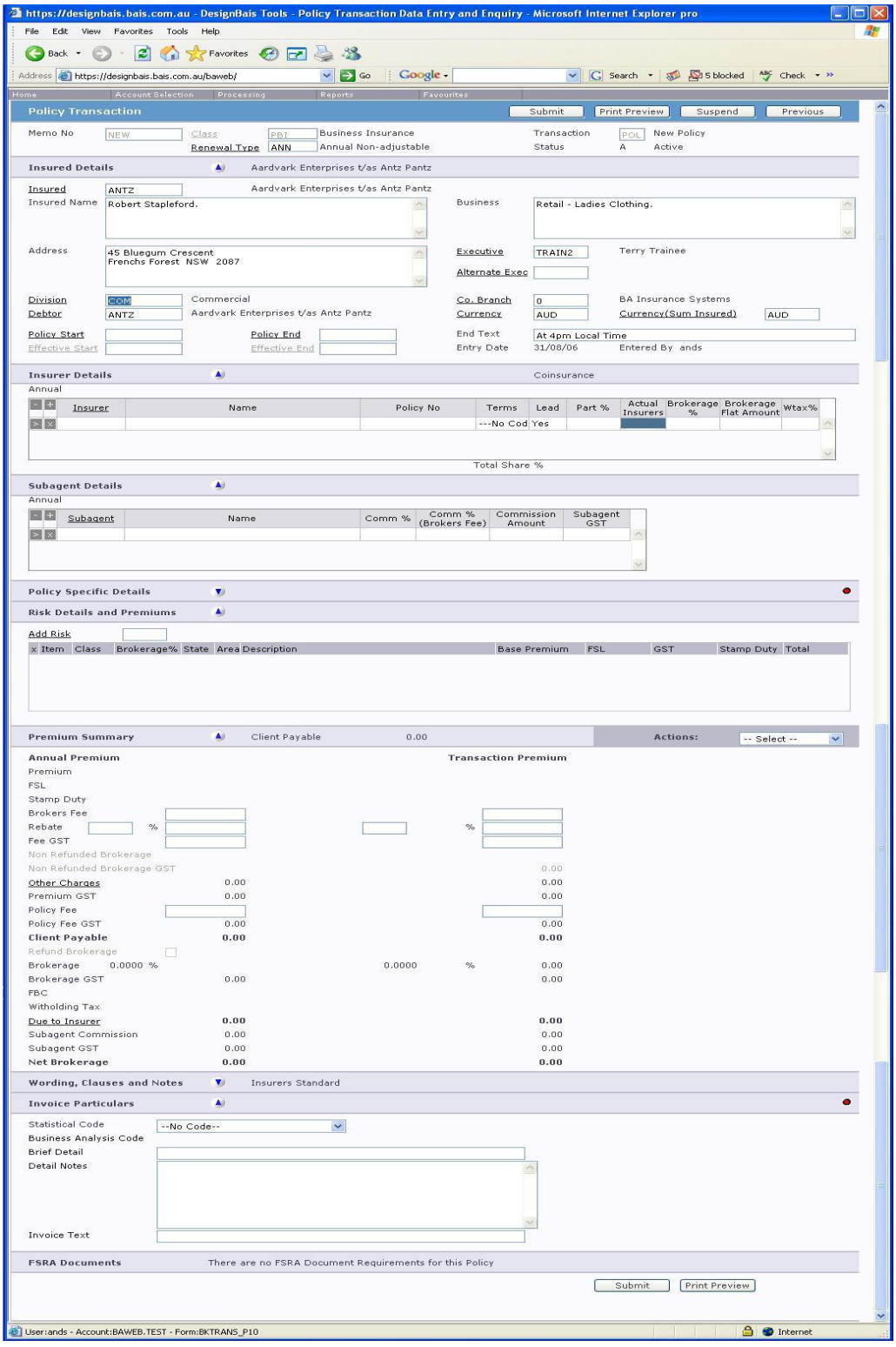


This form contains all of the elements to enable you to complete a new policy.

The system will pre-fill as many fields as it can from master file information it holds.

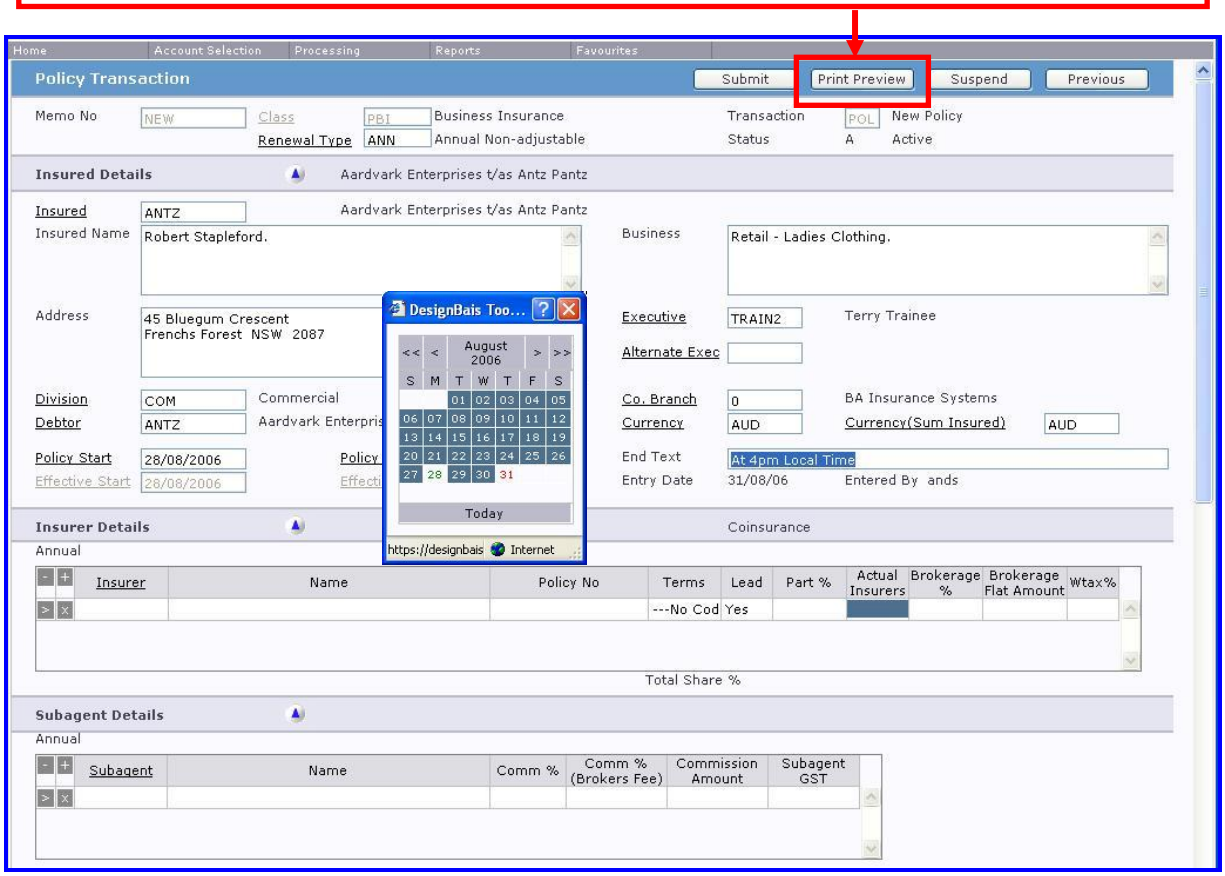
Any field not filled in will need to be completed.

The first requirement for the transaction below is to enter the policy period.

This may be done by entering the start date as **dd/mm/yy or dd mm yy**, or by using the hyperlink from the **Policy Start** tag.

Note: If the date is in the current year, you can input dd mm and the system will default the year in for you.

You have the option at any time to preview your document to ensure all details are correct. This function will produce the documentation in PDF format.

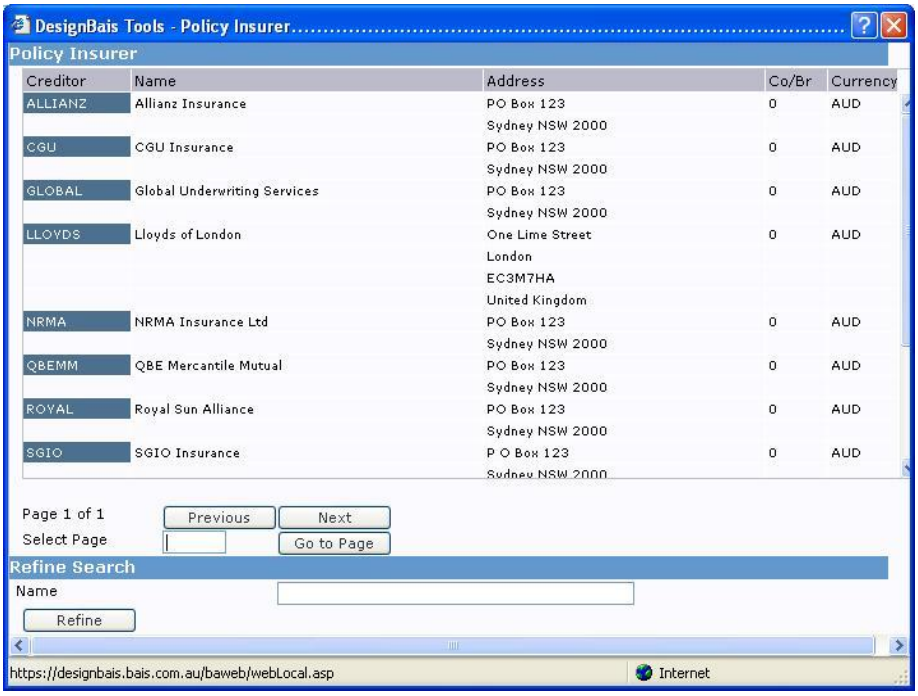


This system will automatically complete the end date.

For Underwriting Agencies and Insurance Brokers:

The next requirement is to enter the insurer(s).

Simply click on the hyperlink on the **Insurer** tag.



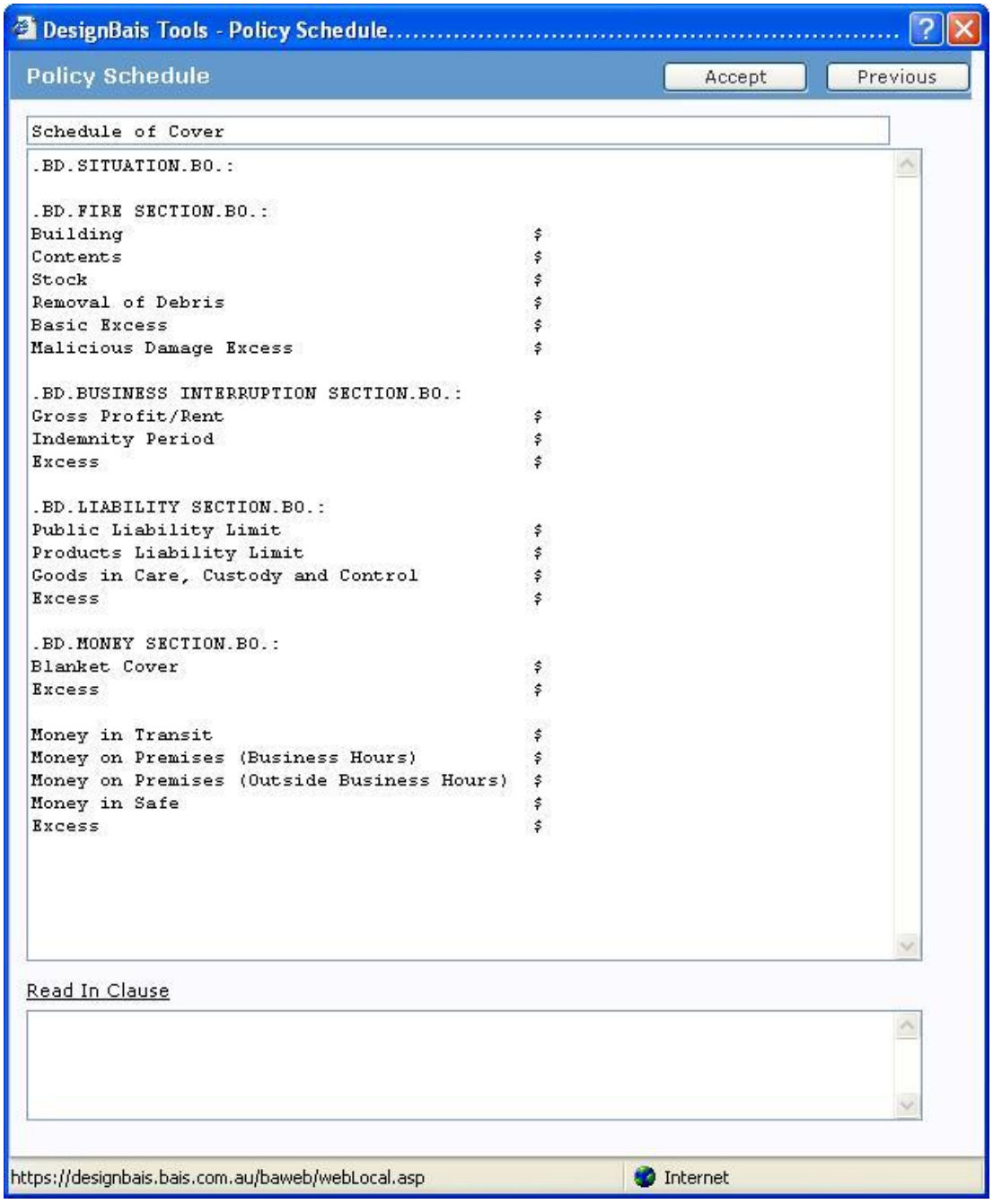
A list of insurers is presented.

The **Refine Search** option is available to allow easy searching.

The next section requiring completion is the **Policy Specific Details** section.

Click on the **button** to open the form.

The screens called for Specific Details will vary dependent on the Policy Class selected. The example below is a Text Based Schedule screen.

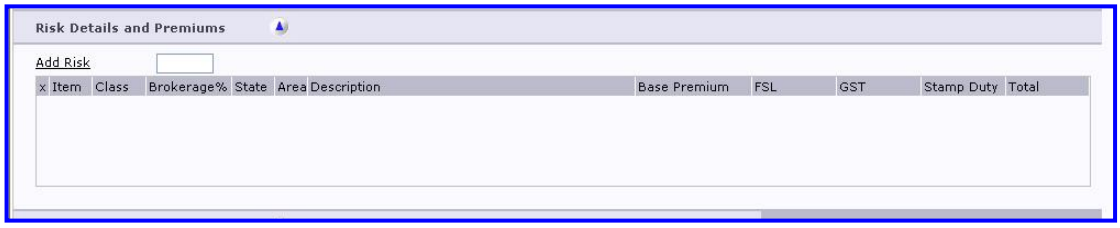


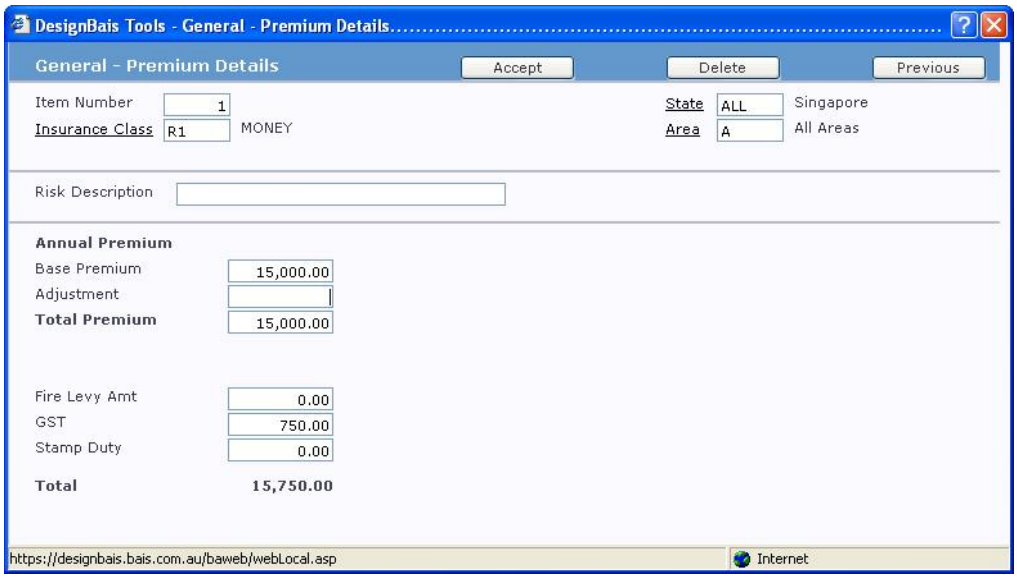
You can click on the **Read In Clause** hyperlink to add General Text clauses.

The clause will display in the **Read in Clause** box at the bottom of the screen and can then be copied and pasted to any position in the schedule.

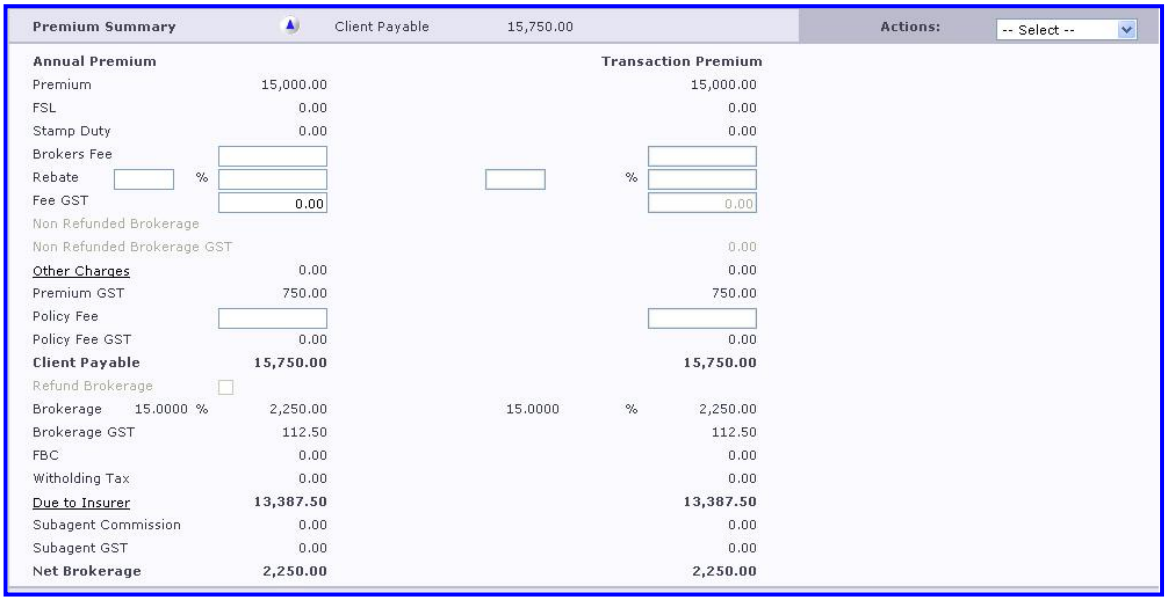
The next **Read In Clause** will replace this one in the box and can be copied and pasted into its correct position.

Next complete the Risk Section.



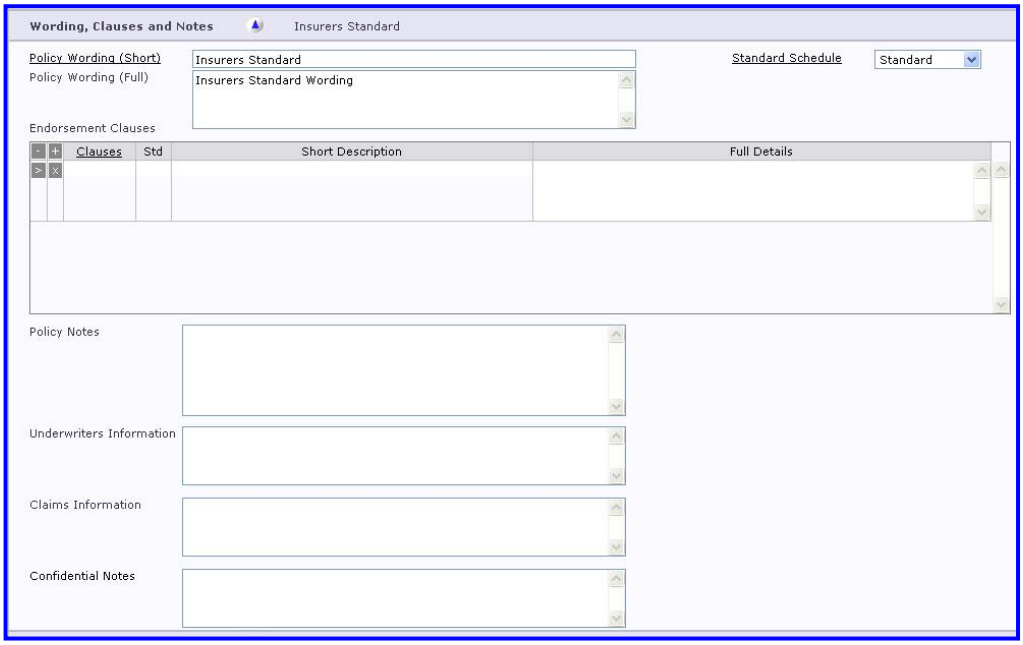


The risk description will enable the risk to be retrieved using that description. Once the Risk has been submitted, the system will calculate the Premium, charges and commission.



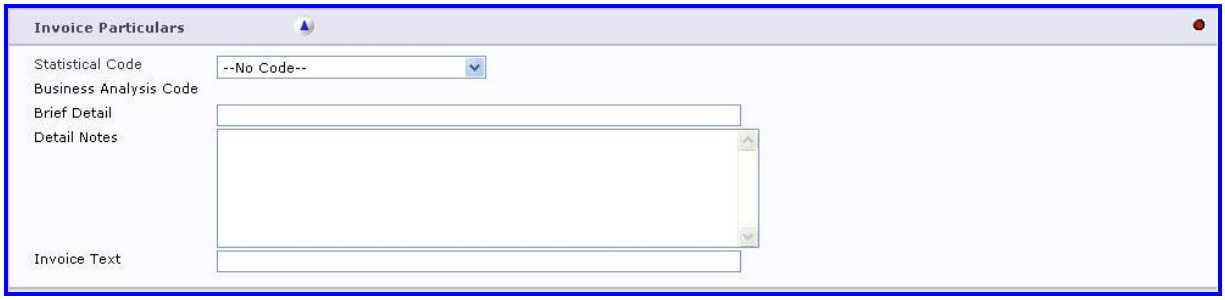
The Policy **Wording, Clauses and Notes** Section allows details to be entered pertaining to the policy.

If using Standard Policy Classes, clauses may be entered from a library which can be maintained within the system.

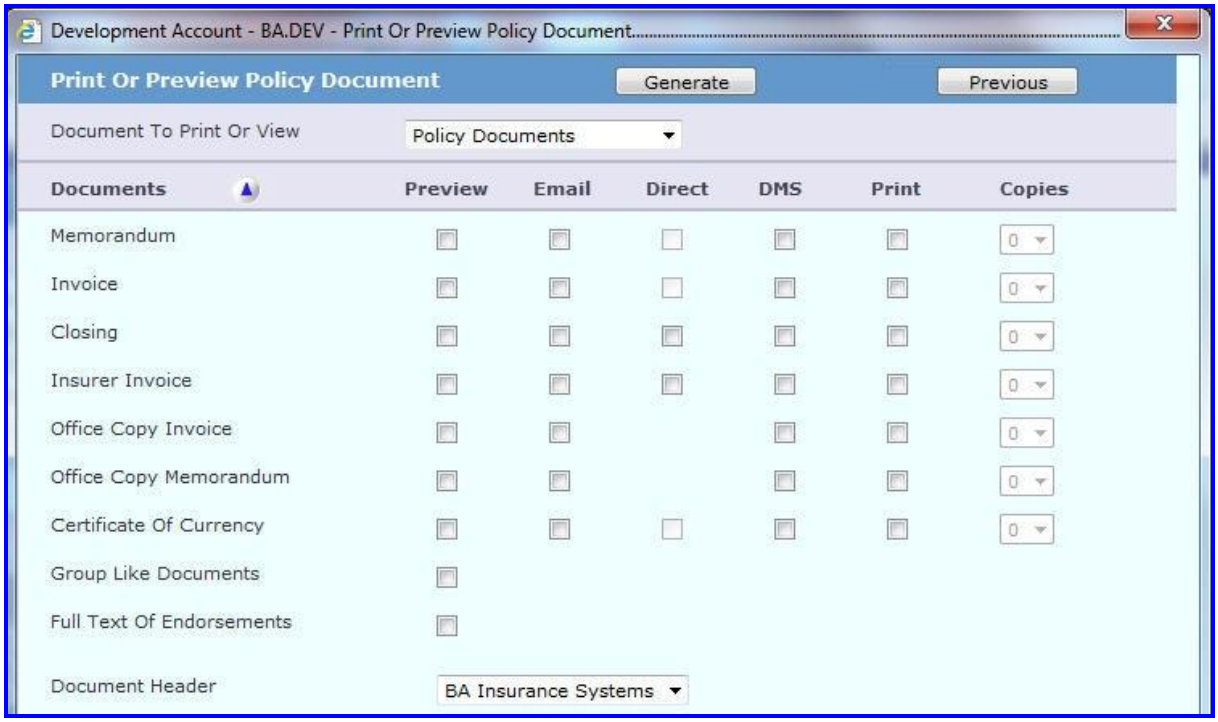


To finalise the transaction select a **Statistical Code** from the dropdown list.

Enter **Brief Details** of the transaction and **Detailed Notes** (if required).



Once the transaction is completed, Click **Submit** and this will save the transaction. The **Print** or **Preview Policy Document** screen will appear.



The documents can be produced in the following way. **Click** on the required boxes to enable your selection.

Preview - This function allows you to view the final document(s).

Email - This function allows you to email the document(s) to yourself.

Direct - This function allows you to email the document(s) to the Client or Insurer (the field will be greyed out if the email addresses have not been set up for the Client or Insurer).

DMS - This option allows you to send a pdf directly to your Document Management System (if in use). Please note this option will only be available when your DMS provider activates it. Contact Support to have this option made available when your DMS provider has activated it.

Print - This function allows you to print hard copy document(s)

Copies - This function allows you to print ***additional*** copies.

Please note you can select one of the above options or any combination of these options.

Group Like Documents This function allows you to group all related documents together into one pdf when previewing and/or emailing. This enables you to group all the client documents such as Memorandum, Invoice, Certificate of Currency, SOA etc into one pdf to make it easier for your clients. All insurer documents will also be grouped into one pdf if this option is ticked.

Clear - This function allows you to clear the defaults and enables you to make a change to the selection criteria.

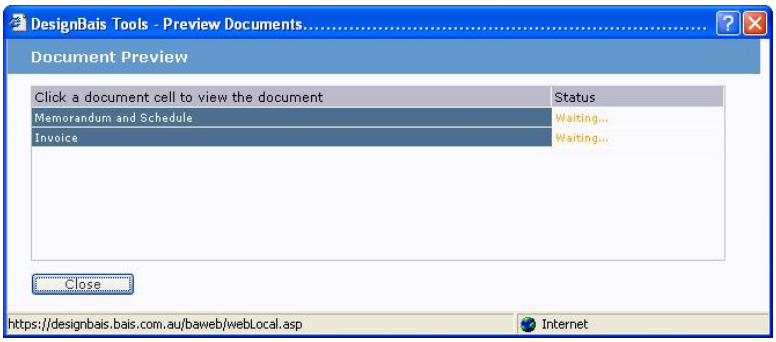
Once you have made your selection **Click** on:

Generate - This function will generate the documents you have selected;

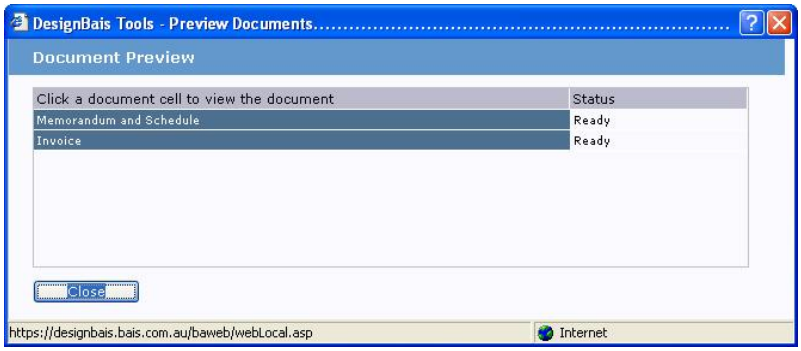
Or

Cancel - This function will take you out of the document screen and put you back into the Client Processing screen (only use this function if you do not require any documentation to be produced).

If any **Previews** are selected, the following screen is presented.



The "**Waiting**" flag will turn to "**Ready**" when the preview is available.



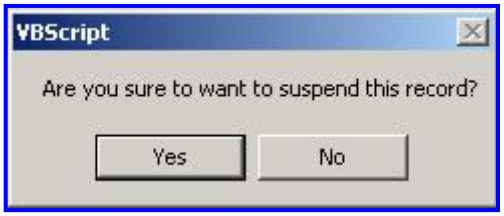
Click on the **highlighted cell** to view the document.

Suspending a Transaction

At any time during processing, prior to submitting, you can **Suspend** the transaction by **Clicking** on the Suspend button.

This allows you to **Suspend** a policy transaction to retrieve at a later time to continue processing.

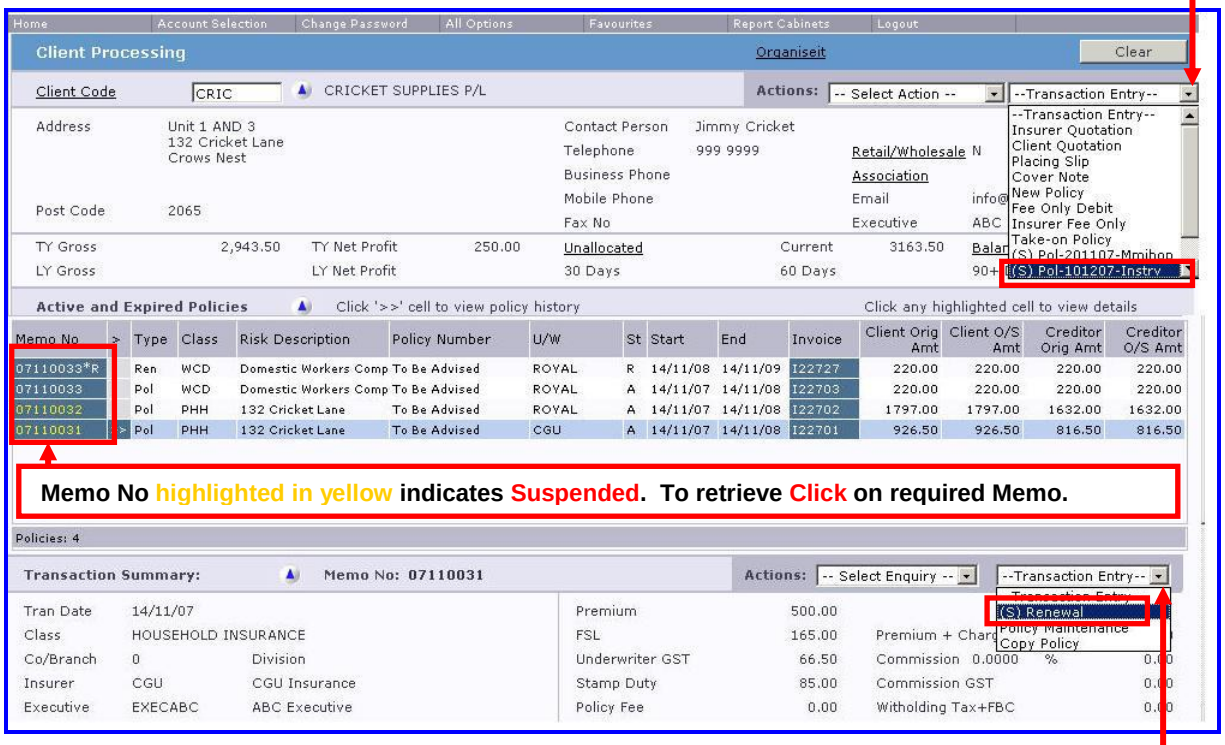
To **Suspend** a policy **Click** Suspend and the following message will display.



Click YES to **Suspend** and return to the Client Processing screen or **NO** if you want to resume the processing.

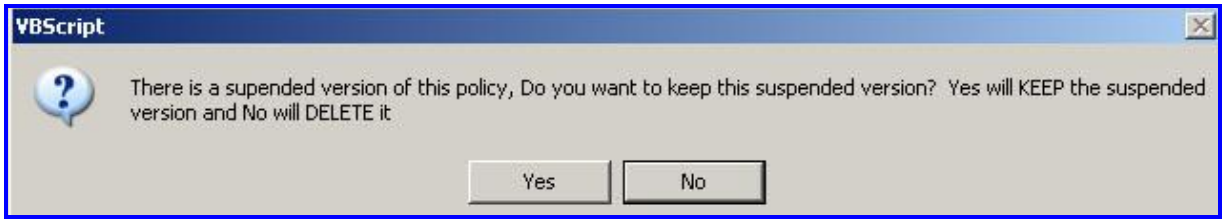
How to Retrieve a Suspended Transaction

Click to retrieve a suspended new policy or quote transaction, any suspended transactions are displayed at the end of the list as (S) trantype-date-policy class. For example: new policy (S) Pol-071207-Phh or quote (S) Quo-071207-Phh



Click and the Suspended transaction will be shown in the list as (S) transaction type. For example: (S) Renewal or (S) Cancellation etc.

Please Note: **If you have retrieved a Suspended transaction and then Click the** Previous **button without Clicking Suspend first, the following message will appear.**


VBScript
There is a supended version of this policy, Do you want to keep this suspended version? Yes will KEEP the suspended version and No will DELETE it
Yes
No

Yes will store the original Suspended transaction without any changes.

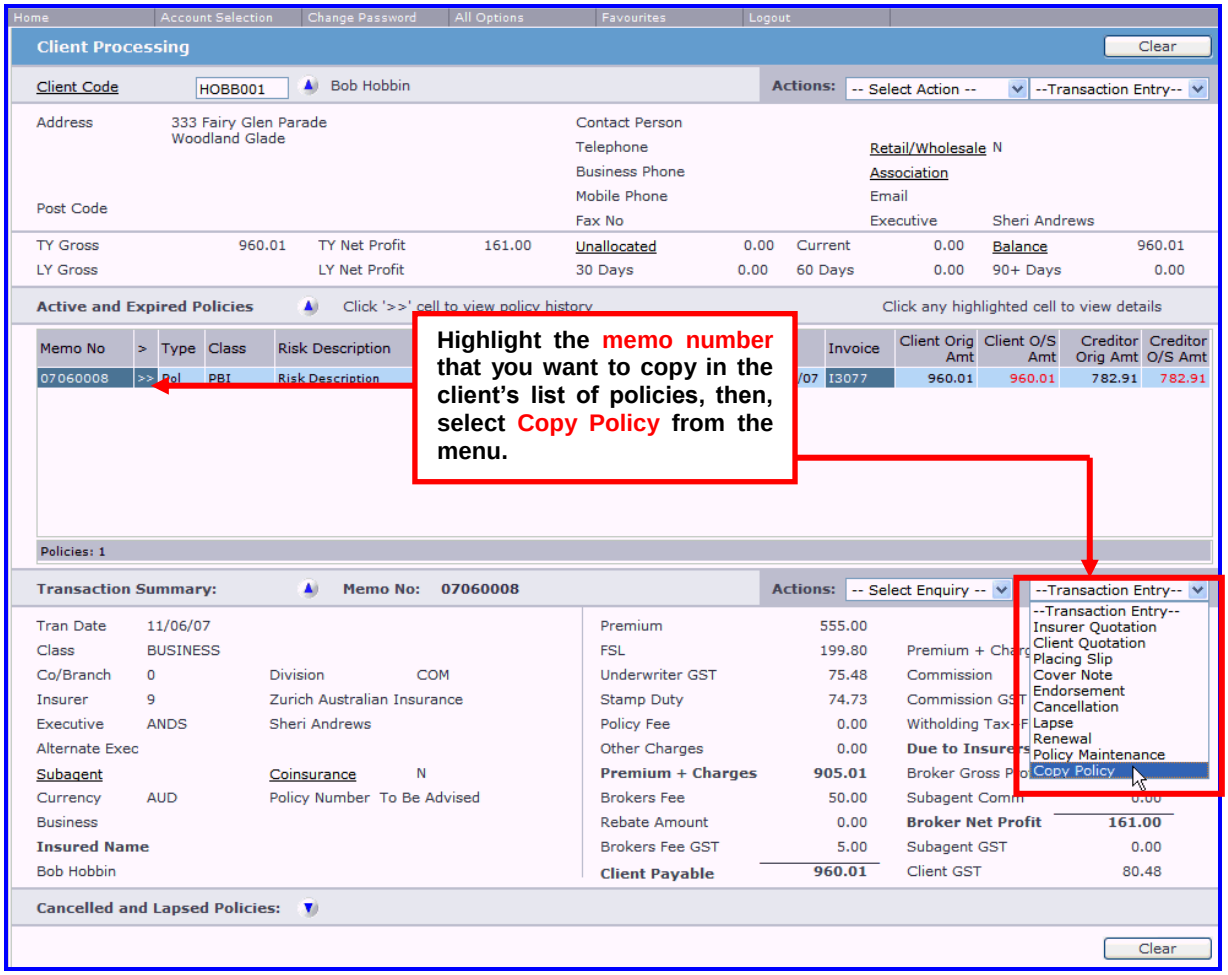
No will delete the Suspended transaction.

Hitting **Suspend** on a previously Suspended transaction overwrites the previously Suspended version with any changes made.

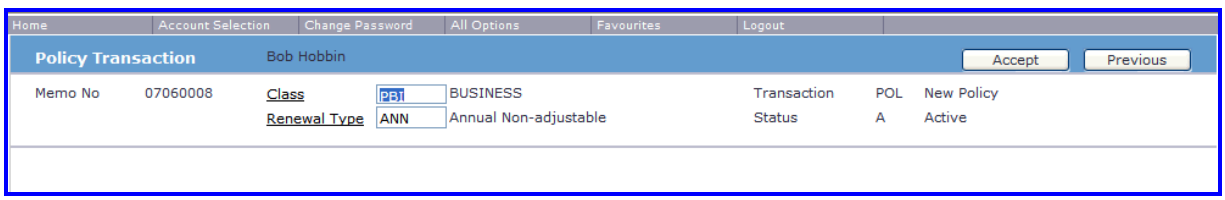
When a transaction has been **Suspended**, no other processing may be carried out until the Suspended transaction has been actioned.

Copy Policy Function

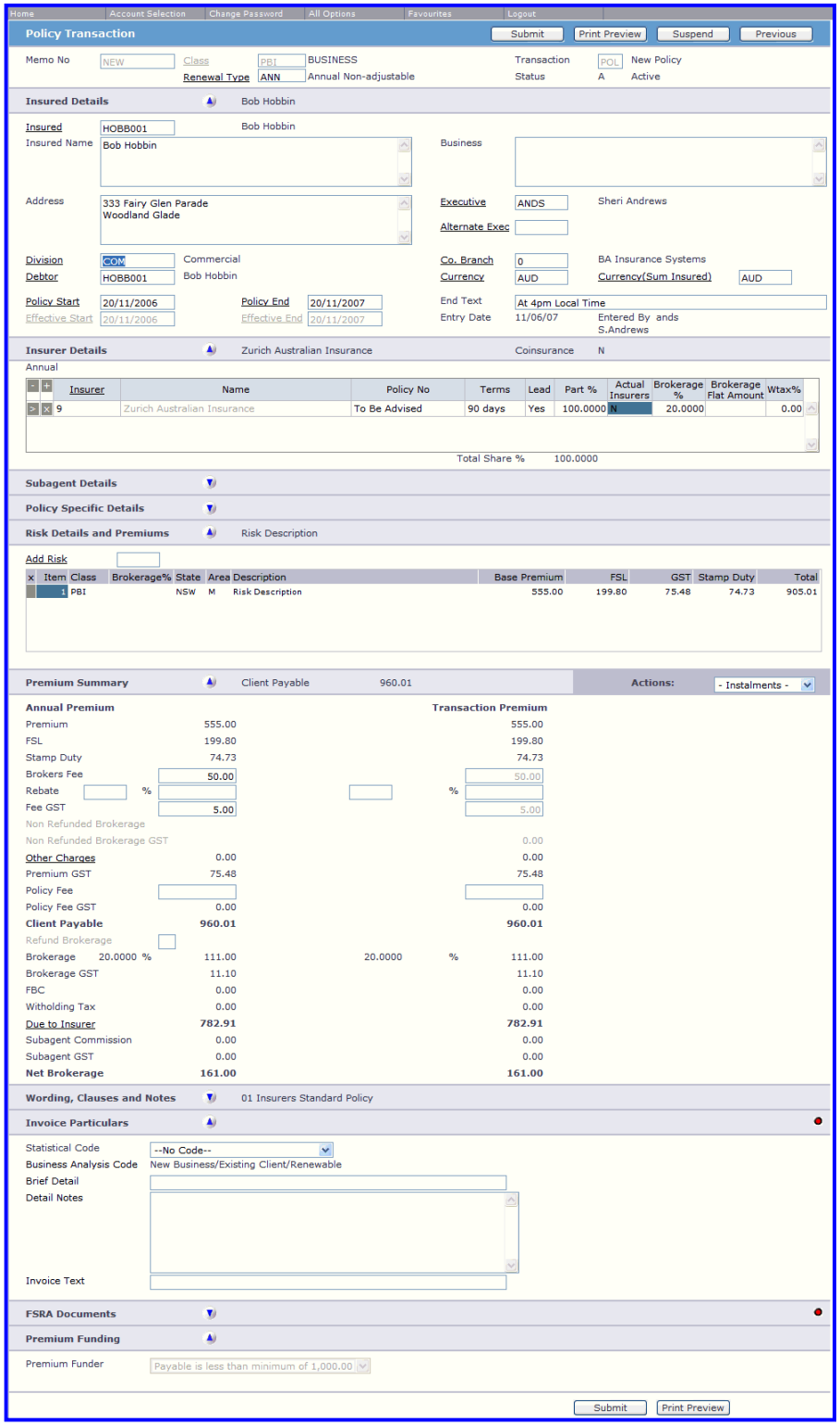
The ability to **copy a policy** is accessed from the **Transaction Entry** drop down menu as shown below:



The screen below will display and you can alter the policy class if required, or **Accept,** to continue.



When you click on **Accept** on the above screen, you are taken into the **Policy Processing** screen and it is pre-filled with the details from the memo number you are copying, as shown below. You can now make any changes required and then when you, **Submit**, a new memo number will be issued.

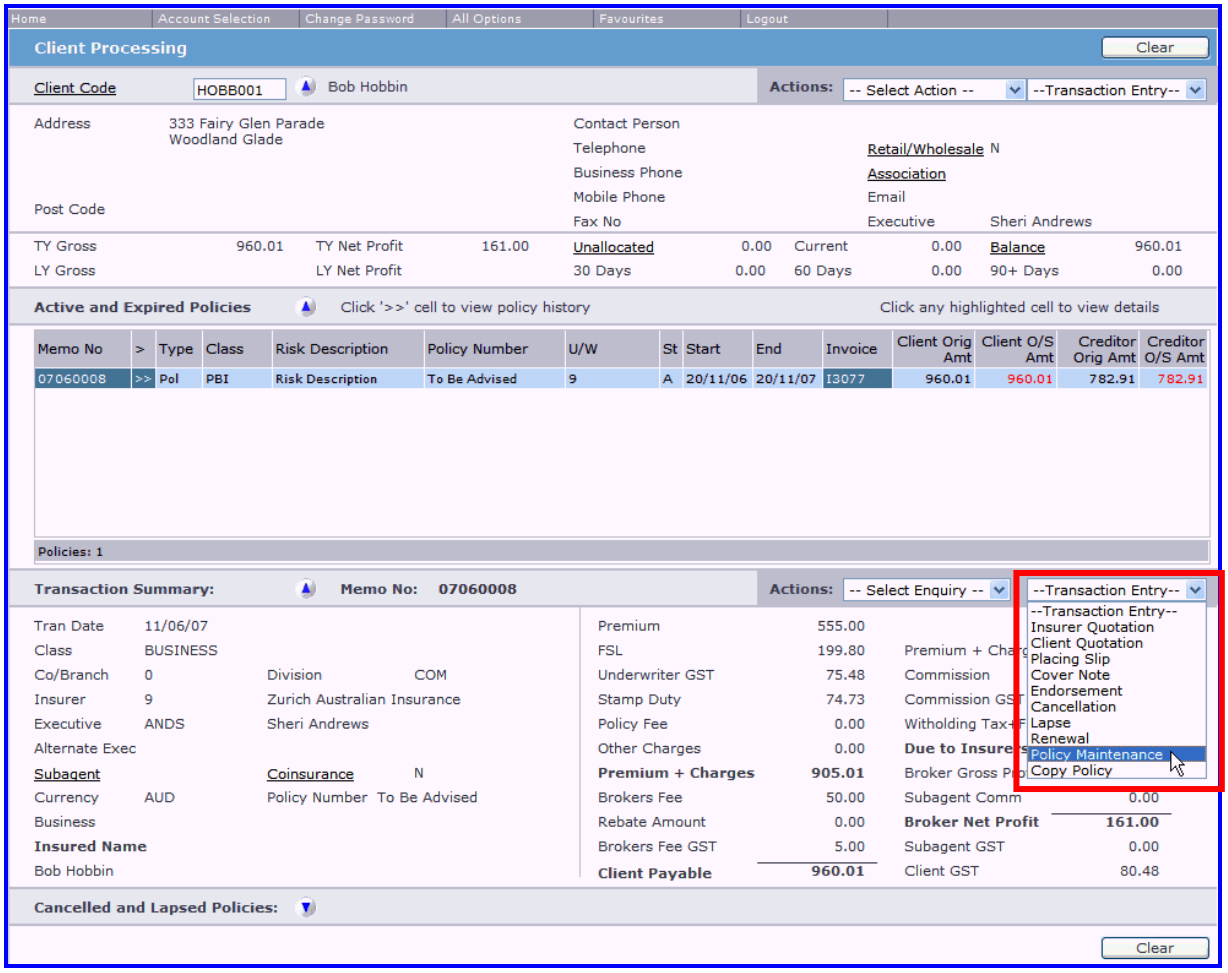


Note: If you were copying the policy to correct an error in the original, remember to cancel the original so that you do not have a duplicated policy on your system.

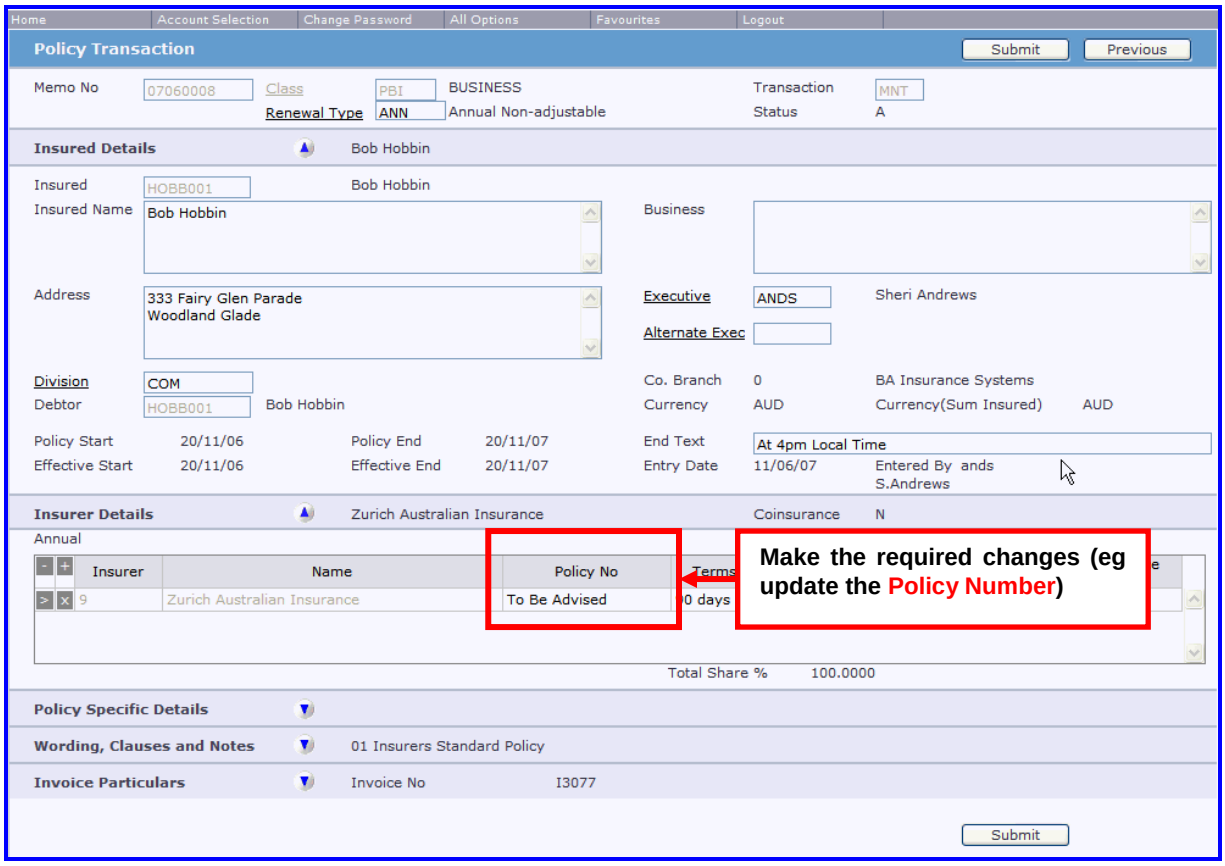
Policy Maintenance

The Policy Maintenance function can be used to update the Insurer Policy Number as well as make other internal changes to the policy record, such as, the Exec code.

Policy Maintenance is accessed from the **Transaction Entry** drop down menu as shown here:

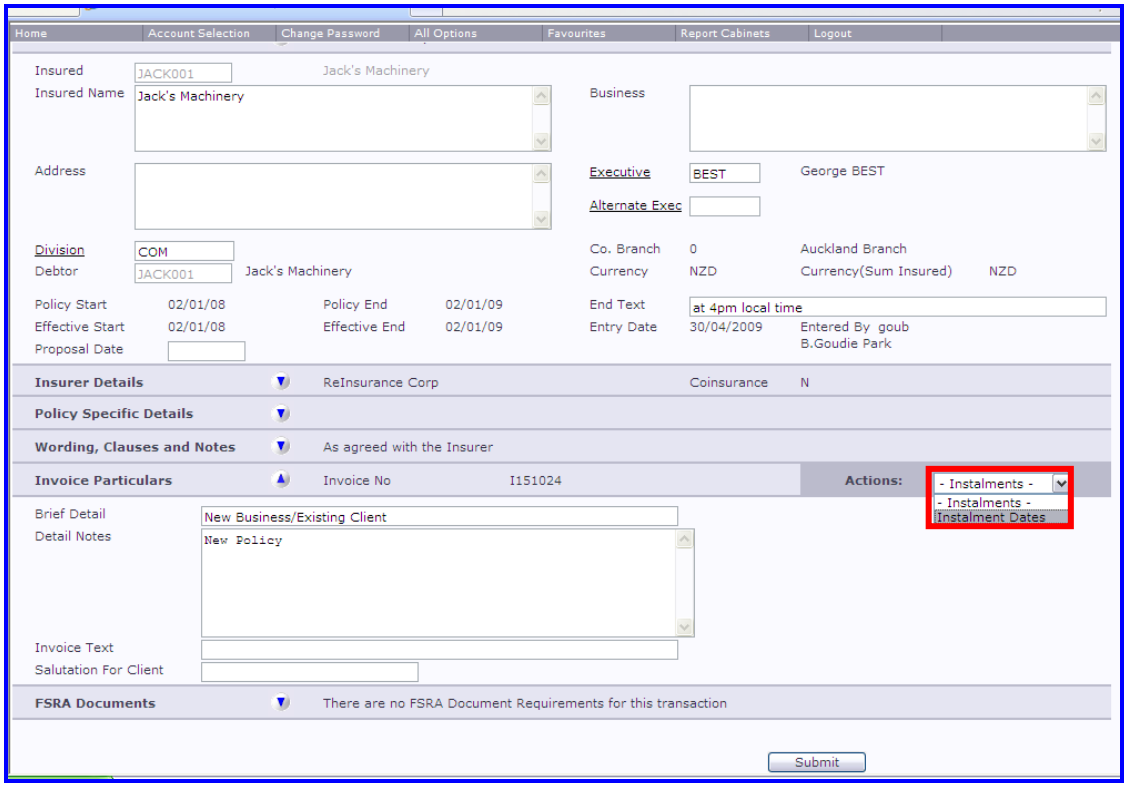


Selecting **Policy Maintenance** takes you into the screen below for the highlighted policy:

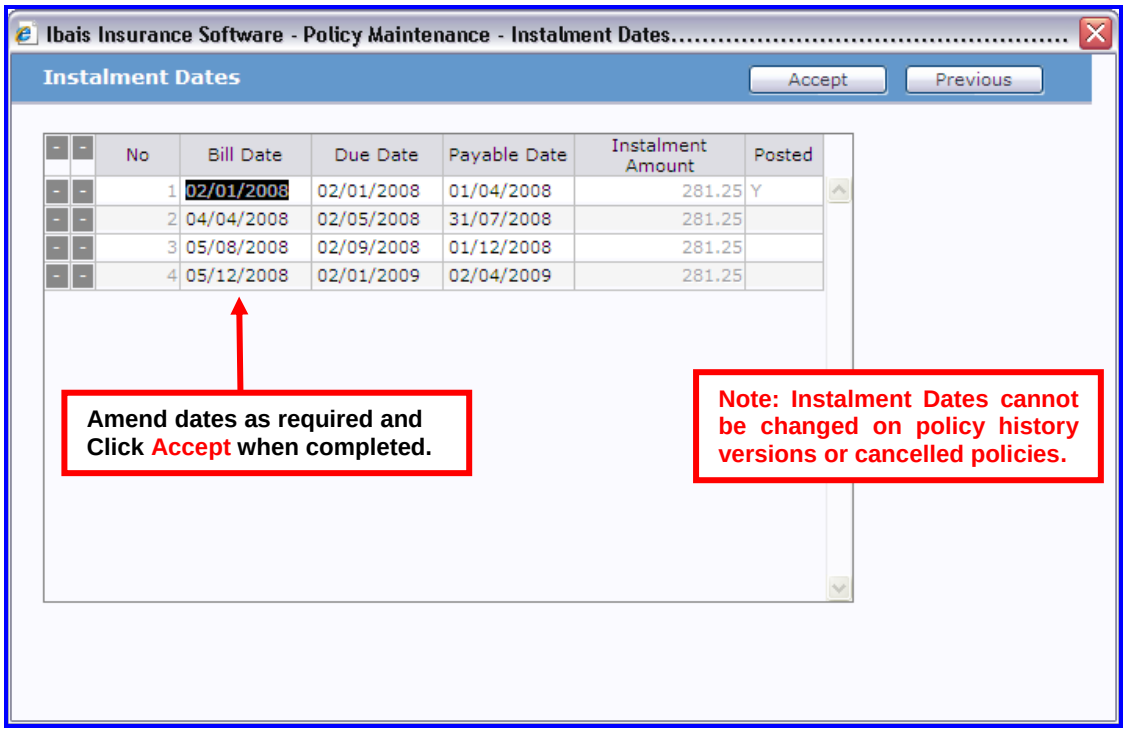


Policy Maintenance also allows changes to be made to **Instalment Dates**.

Go to the **Invoice Particulars Section** and select **Instalment Dates** from the drop down menu.



The following screen is displayed:


Ibais Insurance Software - Policy Maintenance - Instalment Dates
Instalment Dates
Accept
Previous
No
Bill Date
Due Date
Payable Date
Instalment Amount
Posted
1 02/01/2008 02/01/2008 01/04/2008 281.25 Y
2 04/04/2008 02/05/2008 31/07/2008 281.25
3 05/08/2008 02/09/2008 01/12/2008 281.25
4 05/12/2008 02/01/2009 02/04/2009 281.25
Amend dates as required and Click Accept when completed.
Note: Instalment Dates cannot be changed on policy history versions or cancelled policies.

Once the amendments have been made you can, **Submit** to save your changes.

Associated Clients

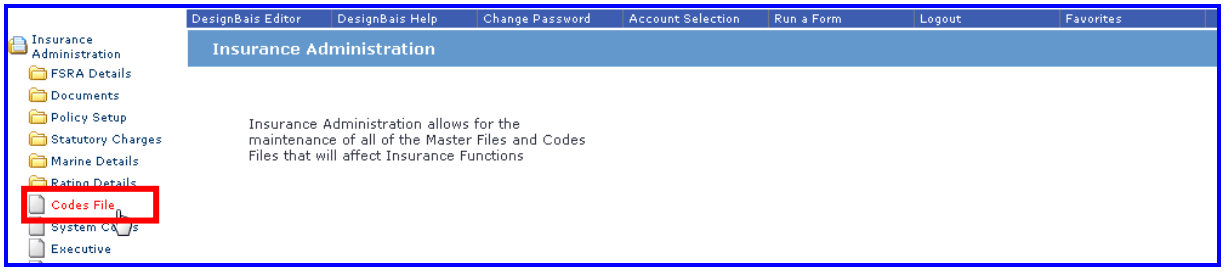
Association Codes

ibais allows linking of clients by Association codes. A group of clients with the same Association Codes can be viewed from any one of the Client's records at the touch of a button.

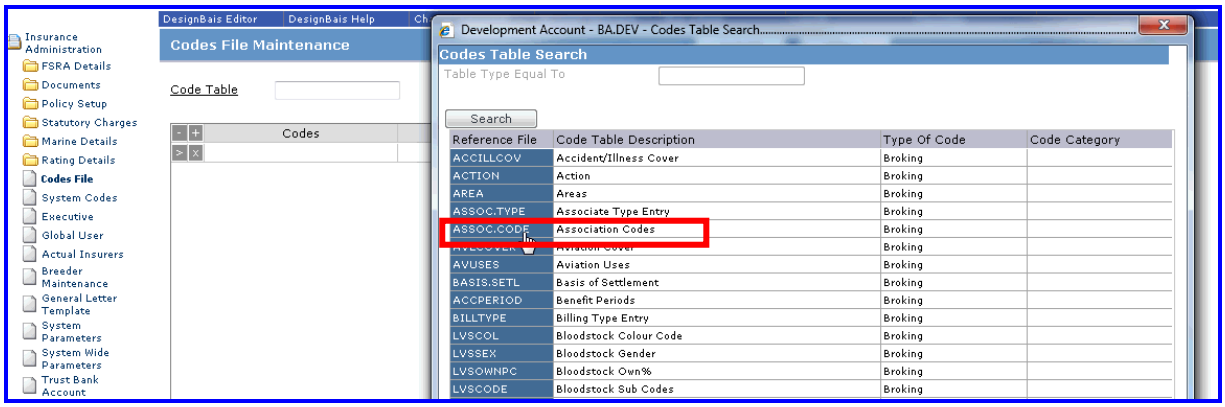
Setting up Association Codes

Association Codes are maintained from the **Insurance Administration** option under **Insurance Codes**.

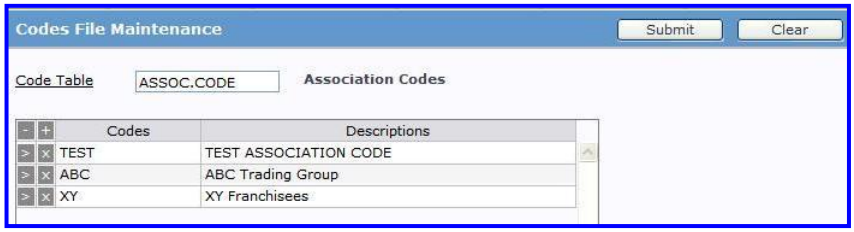
Click on **Insurance Codes**:



Select **Association Codes** from the available options.

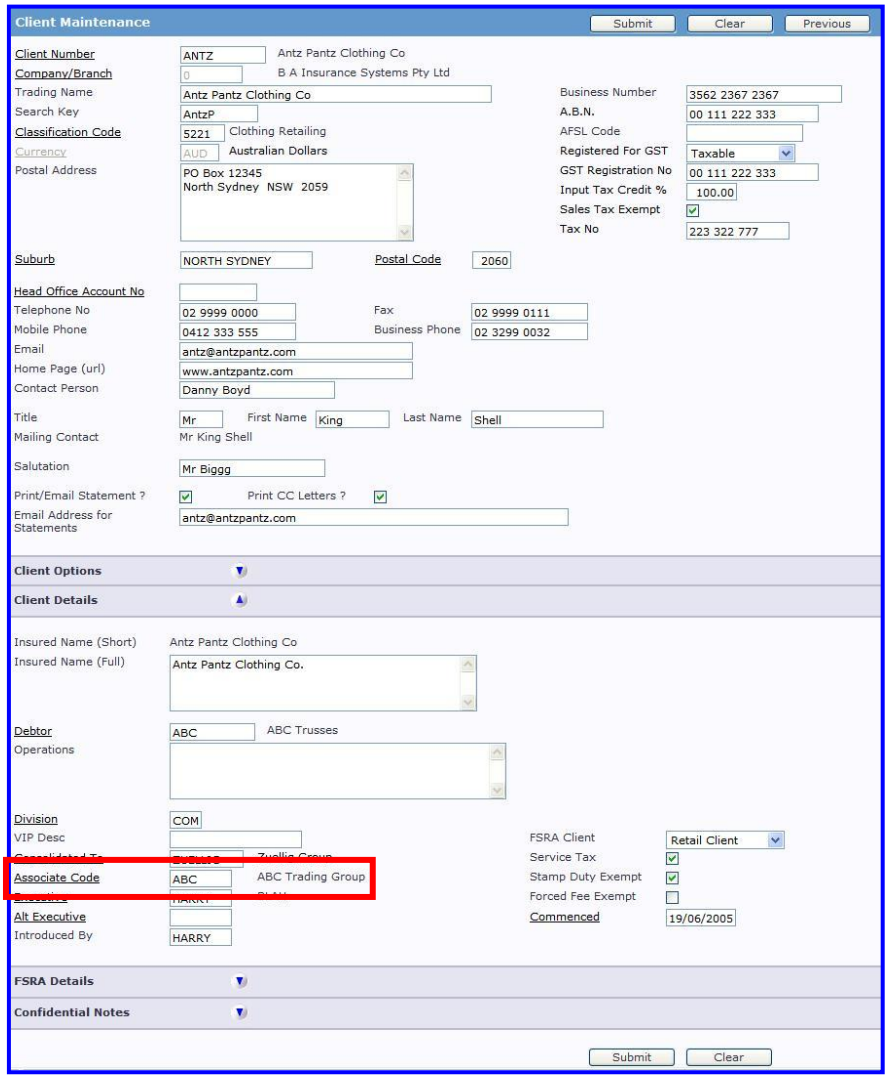


You can create any Association Codes you require to represent groups of clients. An example is shown below:



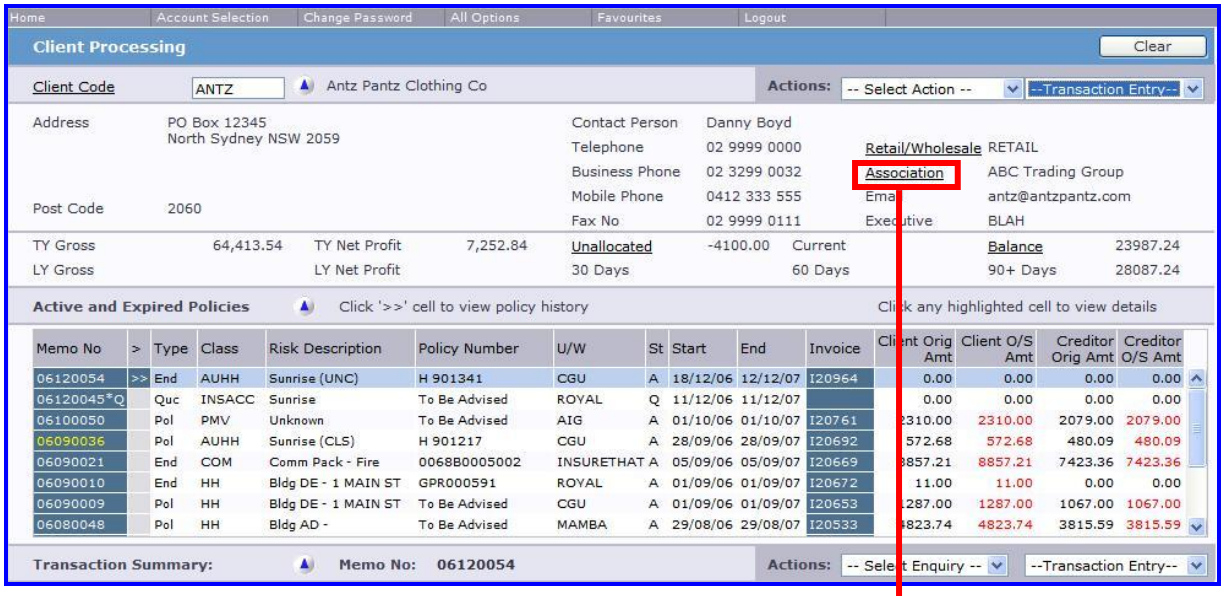
Recording Association Codes on Client File

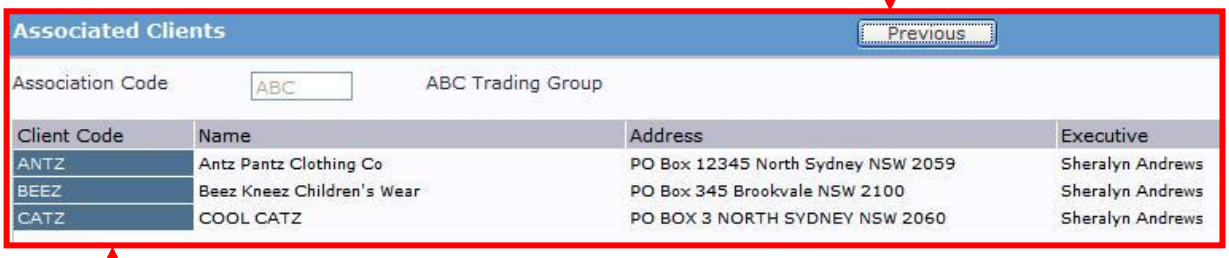
Once the Association Codes are set up, you can link the groups of clients by inserting the relevant **Association Code** in the **Client File**:



Viewing the Associated Clients

When in the Client Processing screen, you can click on the Hyperlink **Association** as shown below to view all the associated clients.





From this list of Associated Clients you can click on any Client Code to be taken directly into the Client Processing screen for that client.

Scheme Debtors

Overview

The ibais system allows for the processing of a policy, where:

individual Invoices are produced for each scheme member, and

for Brokers - a single closing is produced for the underwriter.
for Insurers – a single premium in advance posting is made.

This process is known as **Scheme Debtors**.

A Scheme Debtor is the same as all other debtors in the system. It can be used on multiple classes of business and it can have different members for the scheme from year to year or during the year.

However, the scheme debtor will never have an outstanding amount to be paid – all amounts to be collected relate to the members of the scheme.

This section describes the process for entering a Scheme Debtor policy.

Establishing the Scheme Debtor

The scheme debtor's system relies on the establishment of a master debtor to control the scheme.

The debtor's name MUST begin with the word SCHEME.

In the example below the debtor is named **SCHEMEGDOT**.

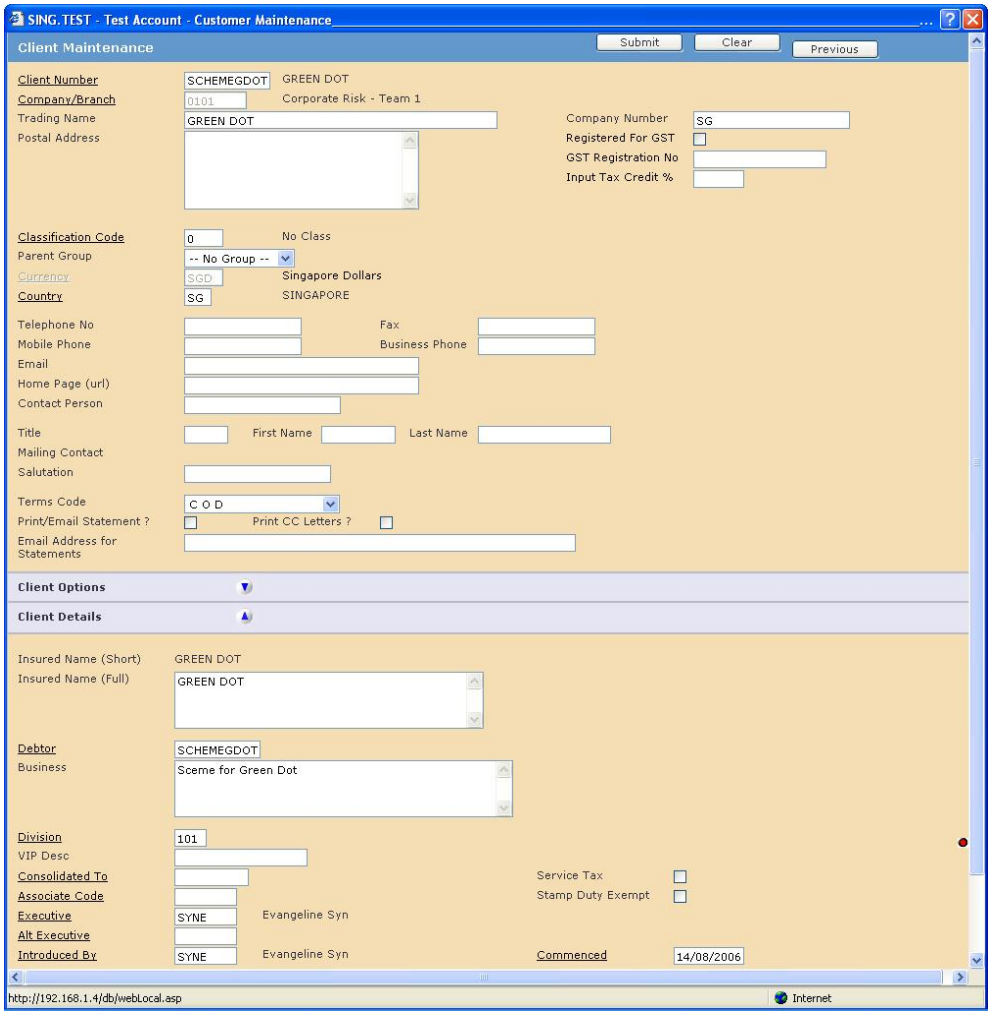
The debtor is established the same way as all other clients: –

Insurance > Client Processing > Client Maintenance

DO NOT USE the "New Client" hyperlink – just enter the client code as SCHEME……..

Enter the **Trading Name** and include the word "**SCHEME**". This enables all schemes to be looked up using the word "**SCHEME**" in the search criteria.

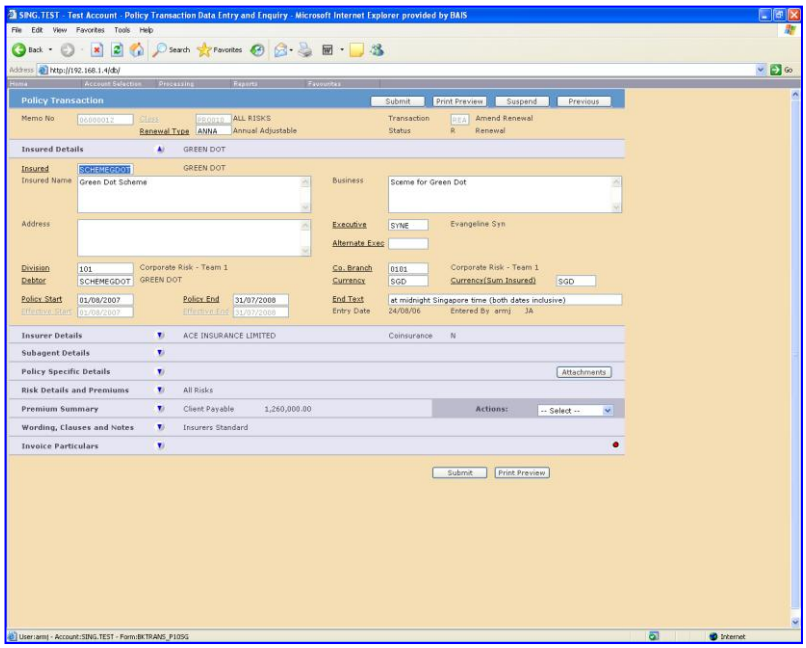
Ensure the same code (e.g. **SCHEME……..**) is entered in the **Debtor** field.



 © BA Insurance Systems

Creating the Transaction

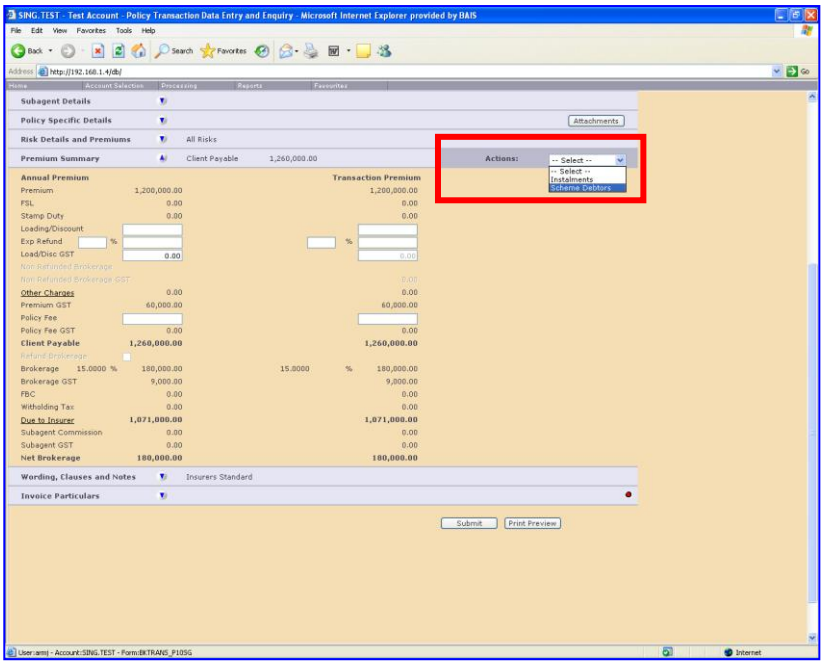
The transaction is entered as a normal insurance transaction.



When the data entry is completed the **Premium Summary** form will represent the total policy amount.

The scheme is activated by the **Actions:** drop down box.

Select **Scheme Debtors**.



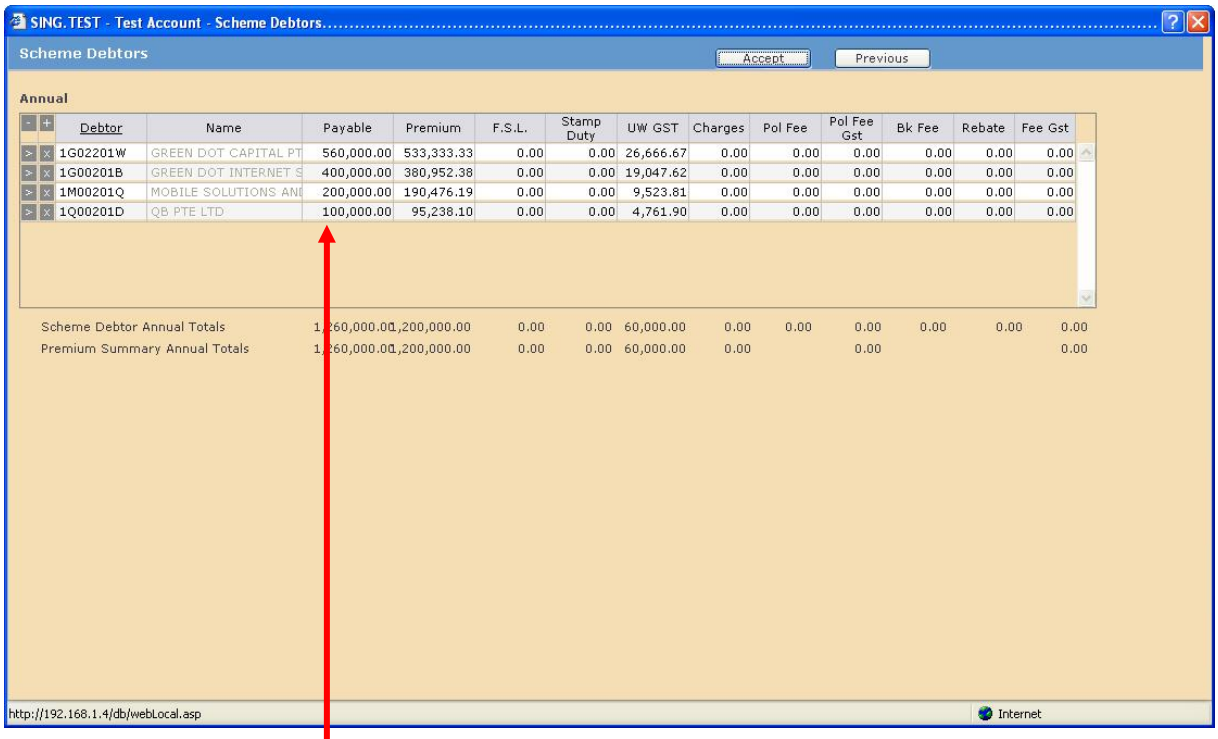
The following form is displayed.

Simply enter each member of the scheme in the **Debtor's** column and fill out the required fields.

As many debtors as required can be entered.

The **Scheme Debtor Totals must equal** the **Premium Summary Totals**.

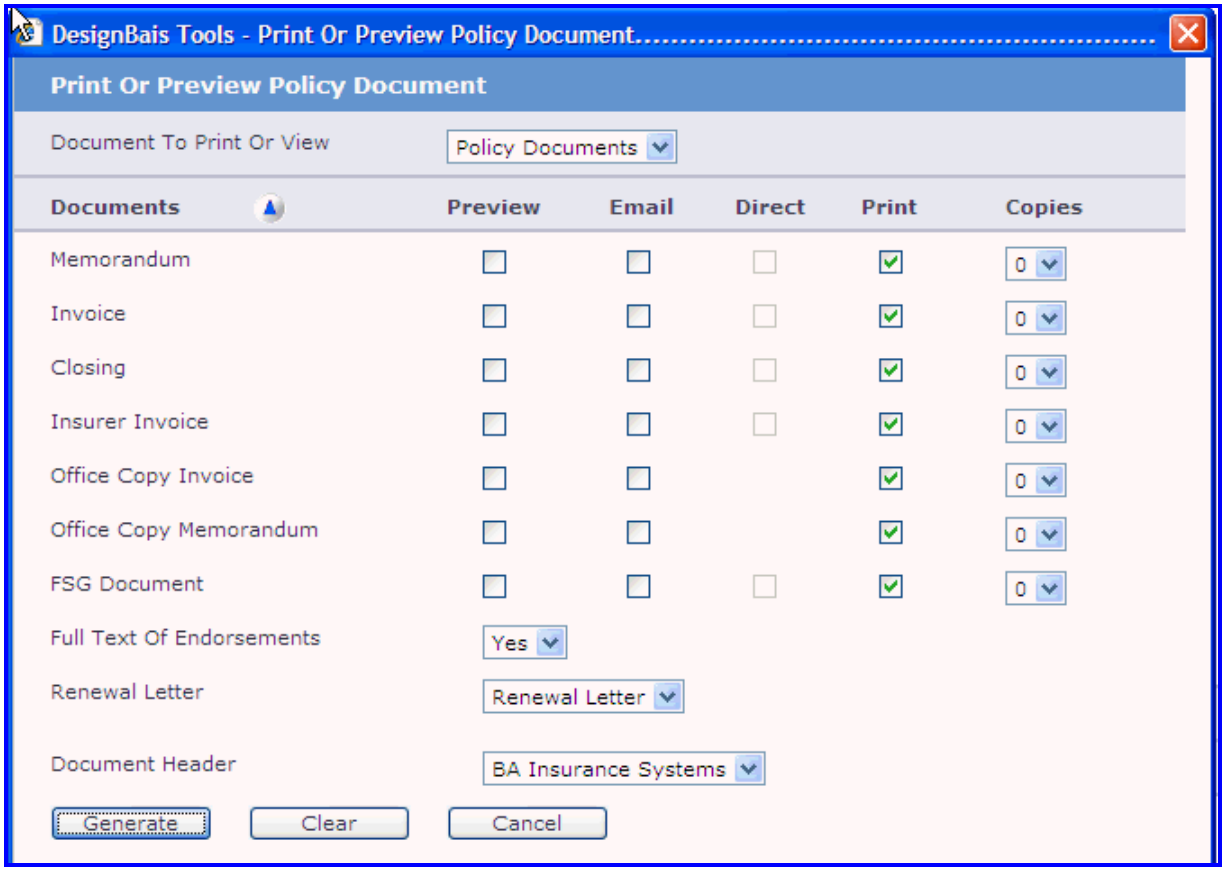
When all scheme debtors have been entered, **Accept** the form.



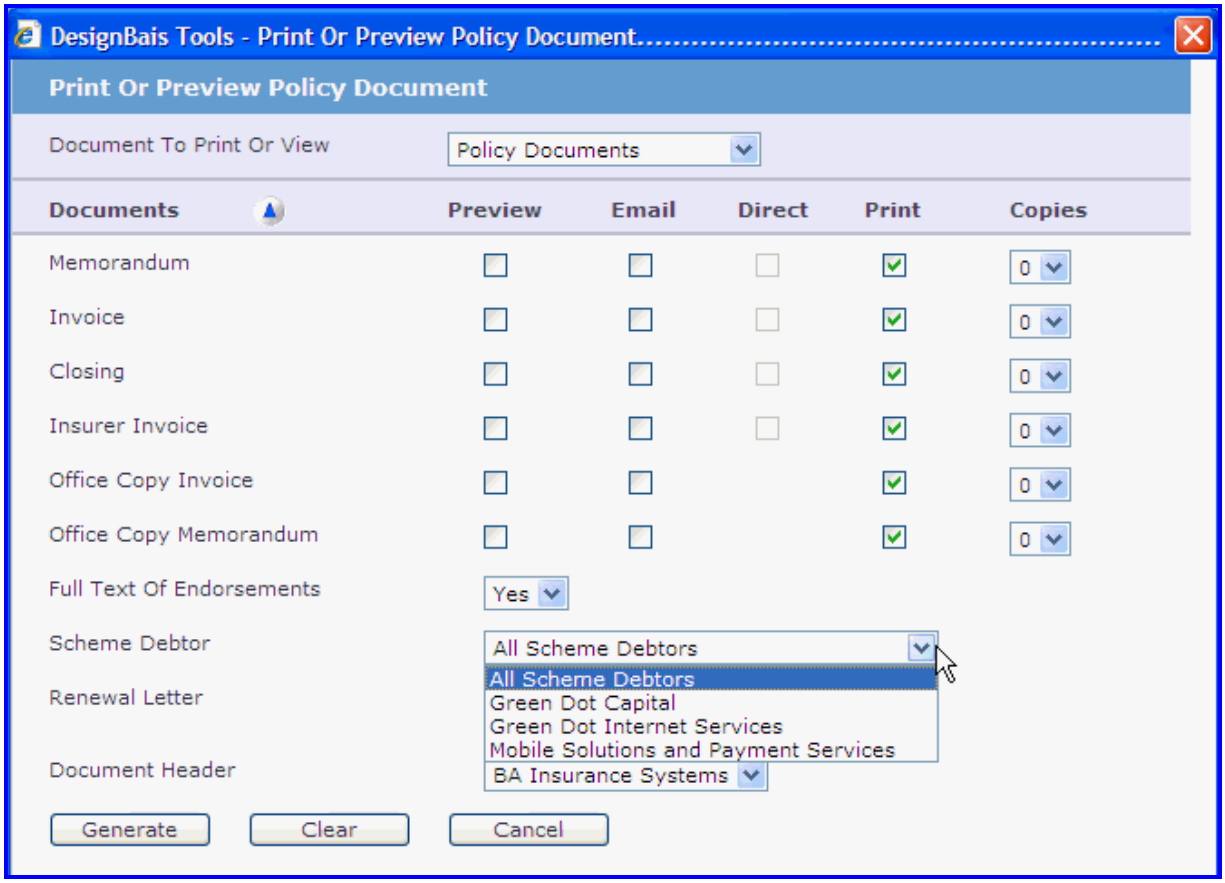
Note: the Payable amount entered is inclusive of GST.

Select **Print** to print the documents **OR** **Preview** to preview the documents.

On New Policy and Renewal transactions, **all invoices automatically print**.



On Enquiries or Endorsement transactions, you are able to **selectively print the invoice** for the required client by selecting the client from the drop down box.



Amending Transactions

Amendments to scheme debtor transactions are undertaken in the same way as all other transactions.

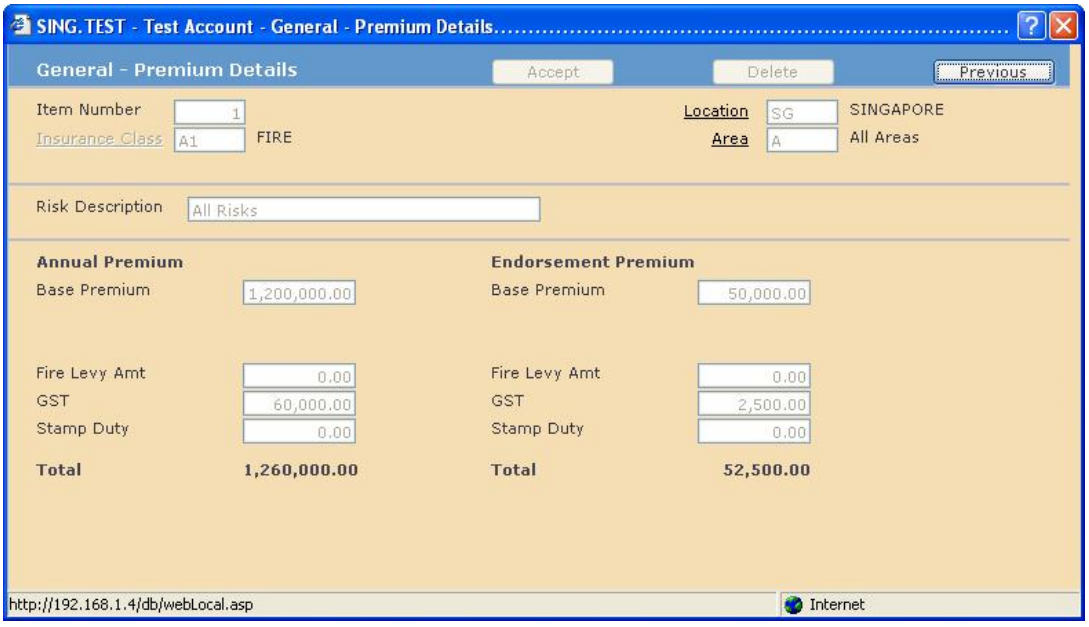
You can renew, cancel, endorse or adjust the transactions based on the class of the transaction.

An example of an Endorsement transaction is outlined below.

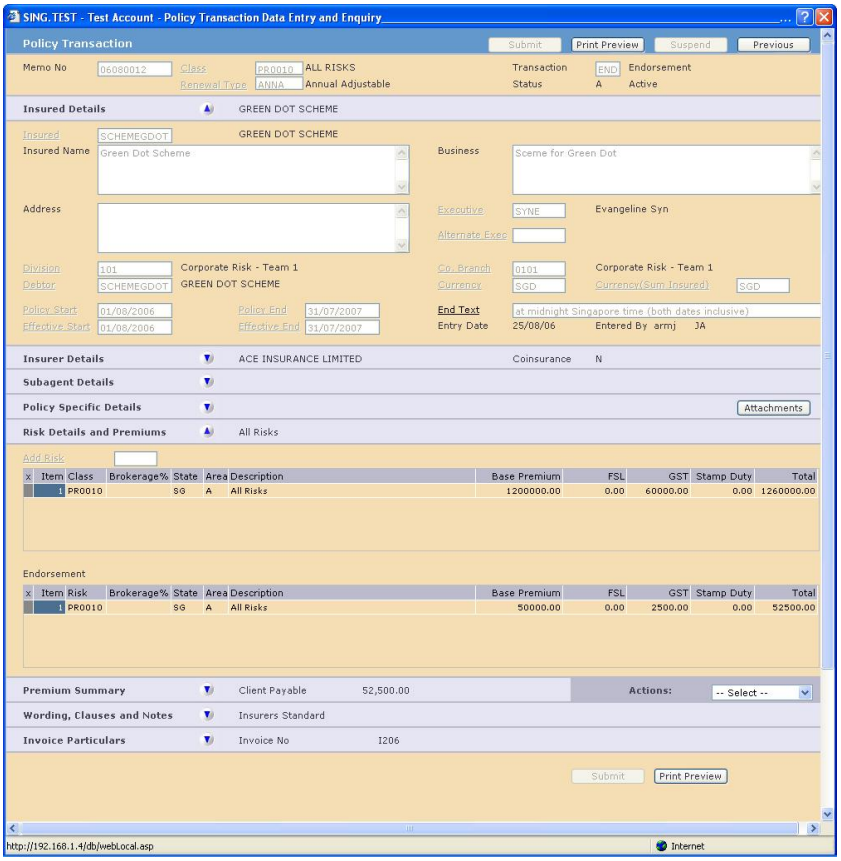
In this case, we are required to add an additional $50,000 to the premium for one of the scheme debtors. We could equally add another member to the scheme or delete a member from the scheme.

Firstly, call up the policy to be amended, **highlight the latest version** and using the **Transaction** drop down, click on **Endorsement**.

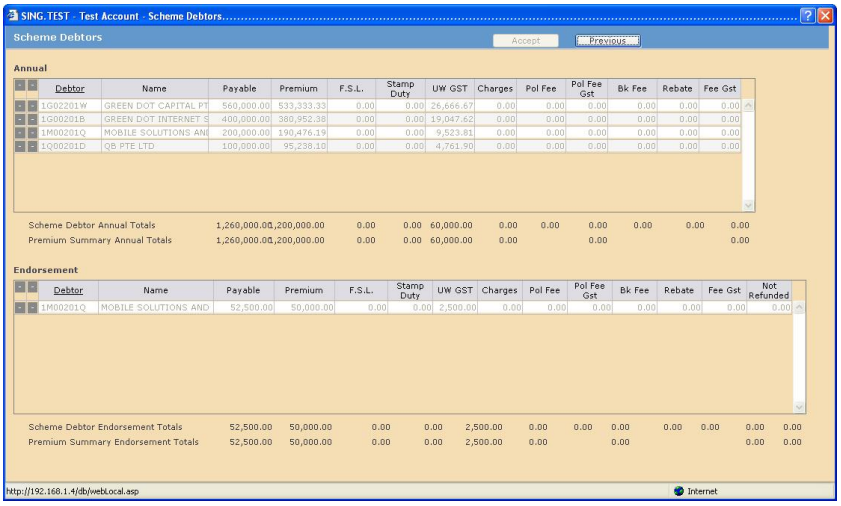
I am adding a further premium to this policy, so I only need to call up the **Risk Section** and add the **Endorsement Premium** amount.



The Endorsement Premium is then shown in the **Risk Details and Premiums** Section.



Use the **Select Box** on the **Premium Summary Section** to access the **Scheme Debtors Form** and enter the changes into the **Endorsement Section**.

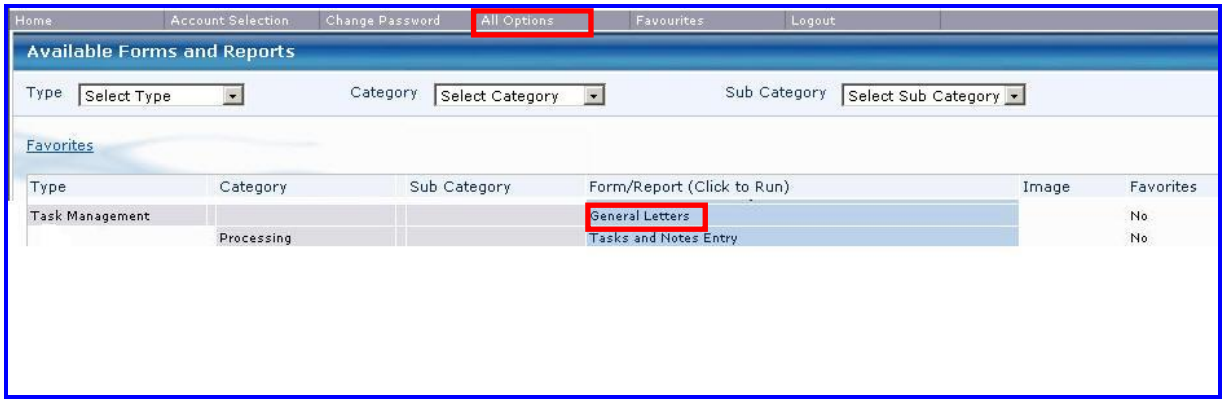

SING.TEST - Test Account - Scheme Debtors
Scheme Debtors
Accept
Previous
Annual
Debtor Name Payable Premium F.S.L. Stamp Duty UW GST Charges Pol Fee Pol Fee Gst Bk Fee Rebate Fee Gst
1G02201W GREEN DOT CAPITAL PT 560,000.00 533,333.33 0.00 0.00 26,666.67 0.00 0.00 0.00 0.00 0.00 0.00
1G02201B GREEN DOT INTERNET S 400,000.00 380,952.38 0.00 0.00 19,047.62 0.00 0.00 0.00 0.00 0.00 0.00
1M00201Q MOBILE SOLUTIONS AN 200,000.00 190,476.19 0.00 0.00 9,523.81 0.00 0.00 0.00 0.00 0.00 0.00
1Q00201D QB PTE LTD 100,000.00 95,238.10 0.00 0.00 4,761.90 0.00 0.00 0.00 0.00 0.00 0.00
Scheme Debtor Annual Totals 1,260,000.00 1,200,000.00 0.00 0.00 60,000.00 0.00 0.00 0.00 0.00 0.00 0.00
Premium Summary Annual Totals 1,260,000.00 1,200,000.00 0.00 0.00 60,000.00 0.00 0.00 0.00 0.00 0.00
Endorsement
Debtor Name Payable Premium F.S.L. Stamp Duty UW GST Charges Pol Fee Pol Fee Gst Bk Fee Rebate Fee Gst Not Refunded
1M00201Q MOBILE SOLUTIONS AND 52,500.00 50,000.00 0.00 0.00 2,500.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
Scheme Debtor Endorsement Totals 52,500.00 50,000.00 0.00 0.00 2,500.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
Premium Summary Endorsement Totals 52,500.00 50,000.00 0.00 0.00 2,500.00 0.00 0.00 0.00 0.00 0.00
http://192.168.1.4/db/webLocal.asp
Internet

Accept this form and **Submit** the form to update the policy.

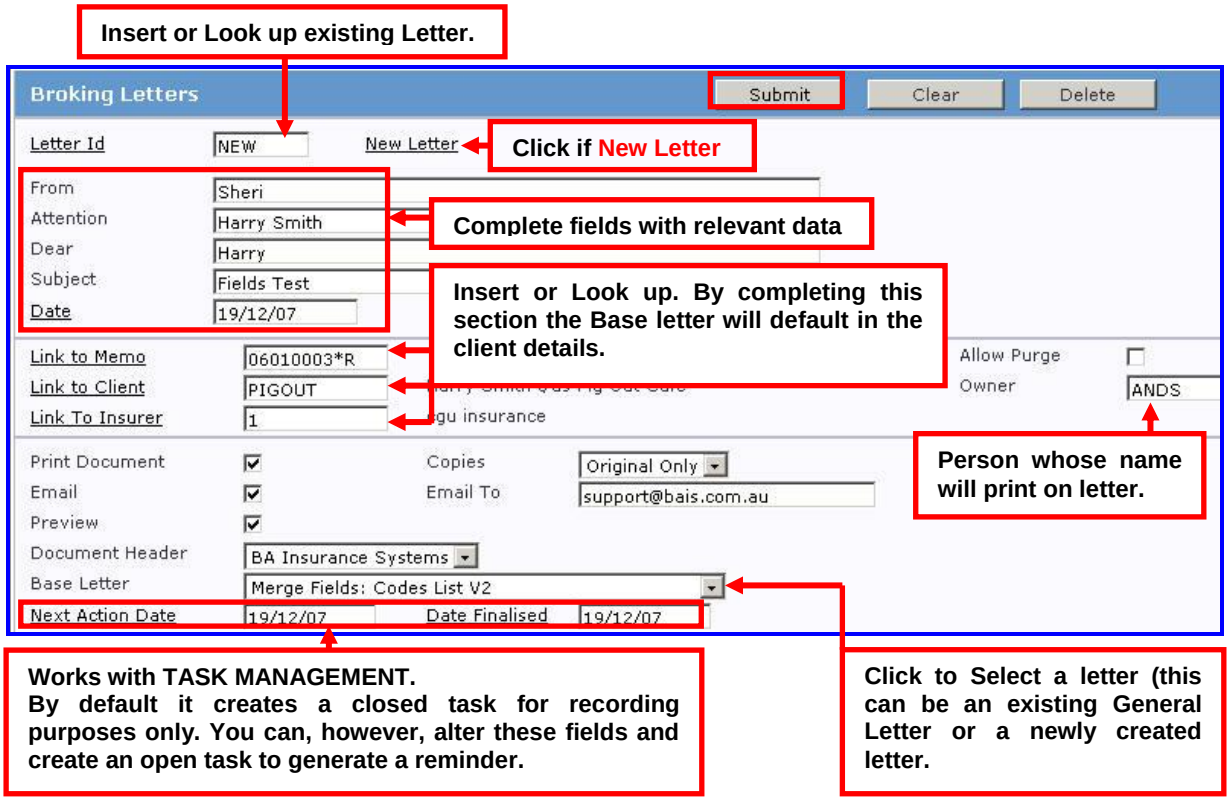
General Letters

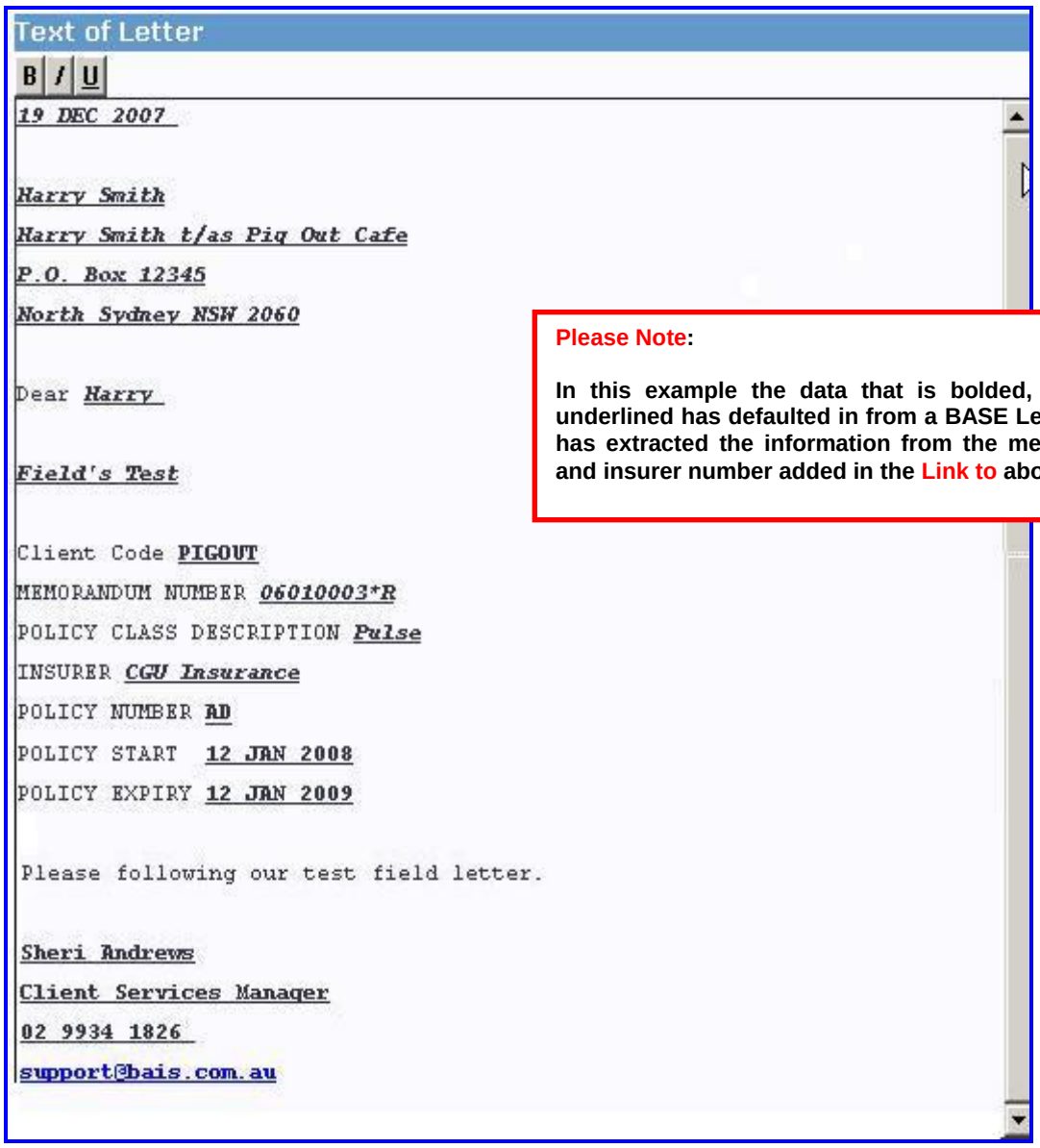
This function allows you to generate a letter which may be linked or saved to a Memo, Client or Insurer. The letter may be selected from a **Base Letter** and customised or free form.

To access General Letters go



Click on **General Letters** and the following screen will appear:





Please Note:

In this example the data that is bolded, italic and underlined has defaulted in from a BASE Letter which has extracted the information from the memo, client and insurer number added in the Link to above.

Once details are complete, **Click Submit** and the document is saved.

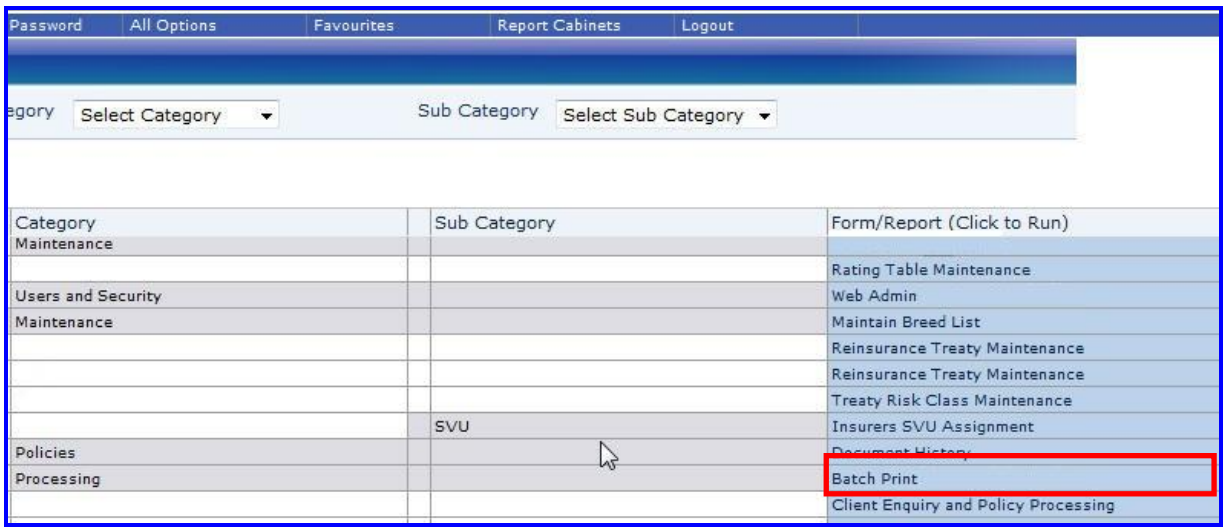
The letter may be retrieved for viewing at any time.

Please Note: **You may preview, print or email (which will be in a PDF version) the letter.**

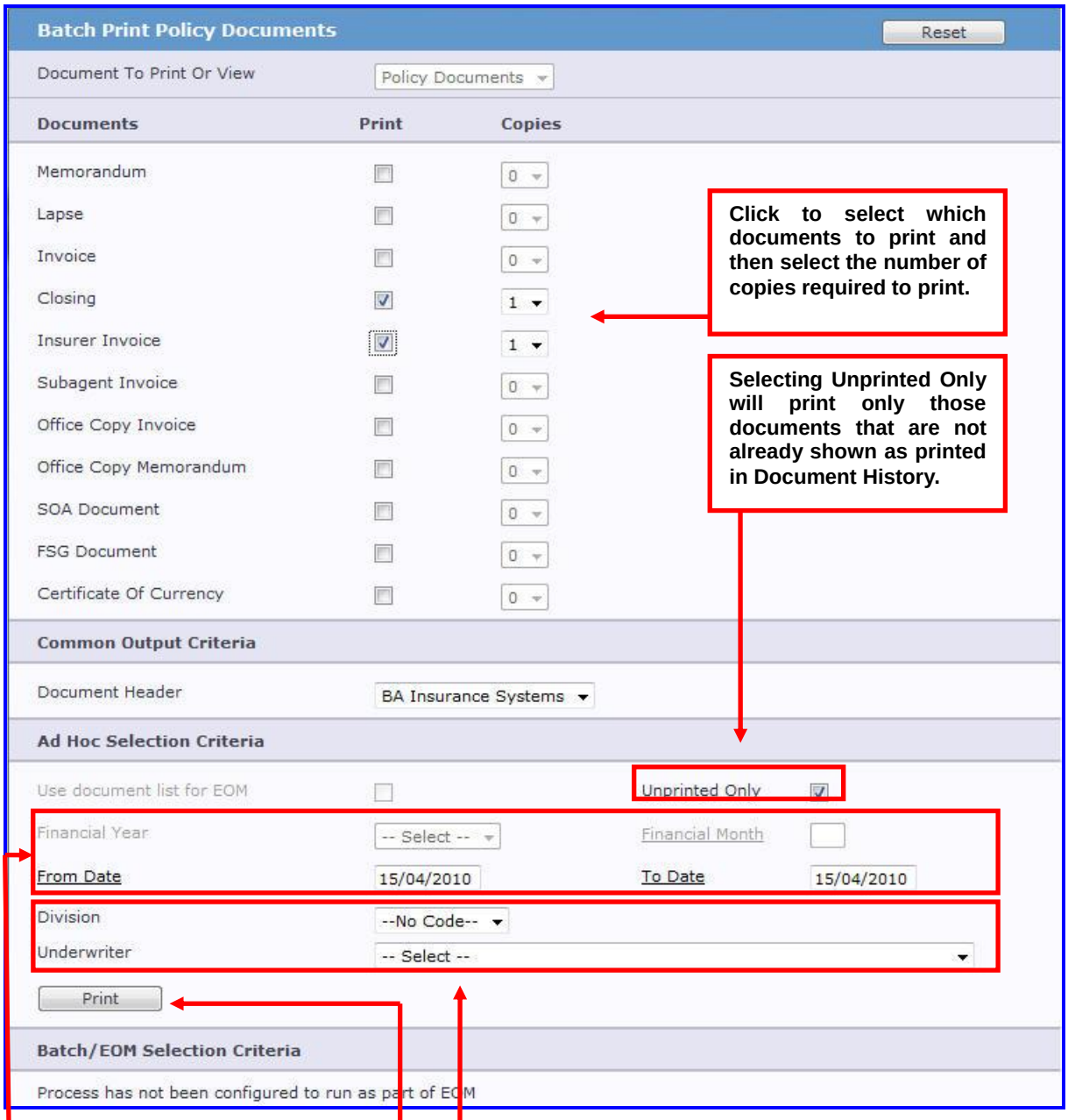
Batch Printing of Documents

There is a function available in the system which allows batch printing of documents such as Insurer Closings.

Batch printing can be set up as part of the End of Month process – contact Support if you require this. Alternately you can select to run a Batch Print at any time of the month that suits your requirements. To do so it is accessed via All Options:



The screen below is displayed:



Click to select which documents to print and then select the number of copies required to print.

Selecting Unprinted Only will print only those documents that are not already shown as printed in Document History.

If required, select the Division and/or Underwriter to include only the documents for that Division and/or Underwriter. Leave blank to include all.

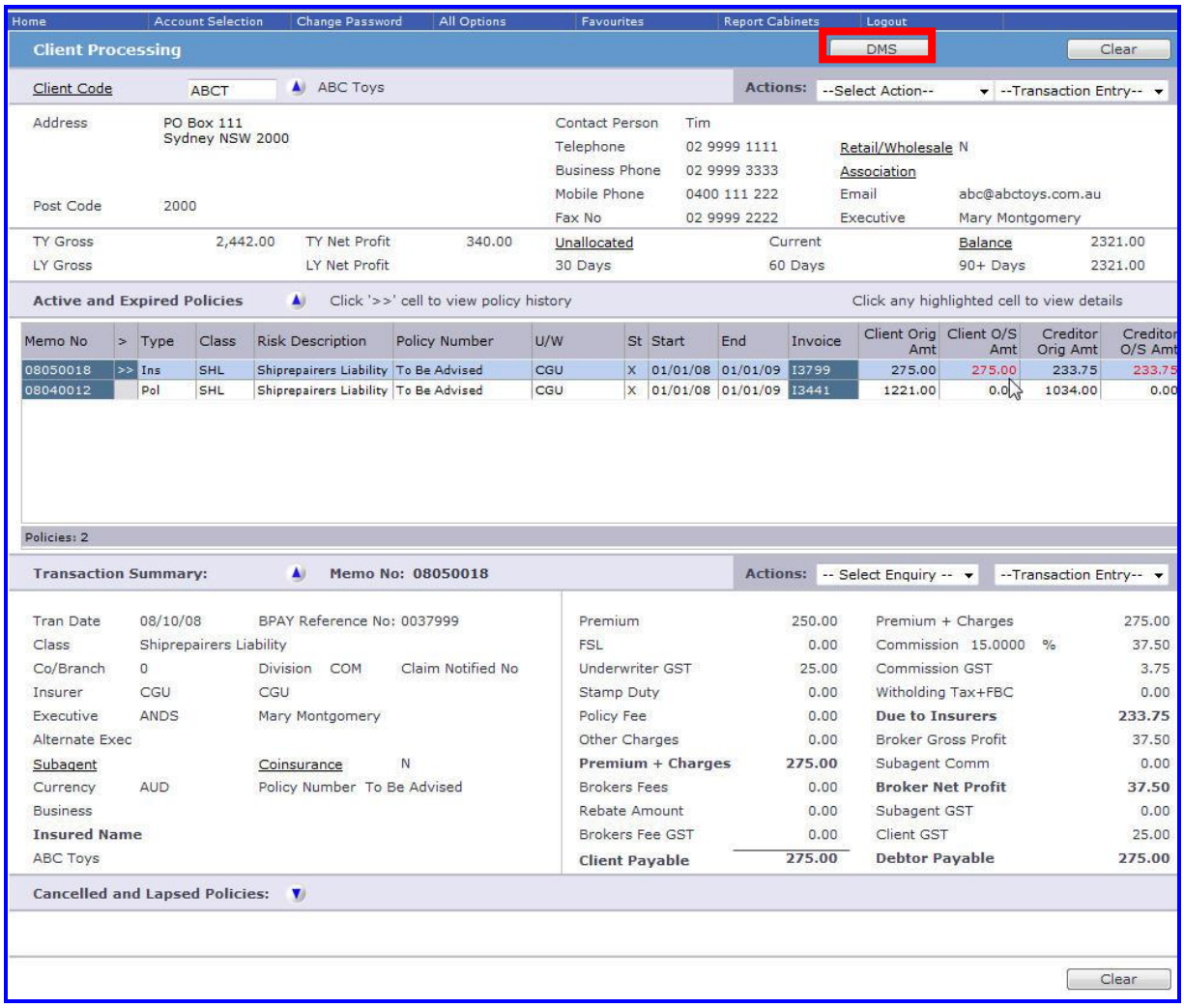
Input either the Financial Year and Month or a date range to be included.

Once selection criteria is completed, click the Print button to generate the prints.

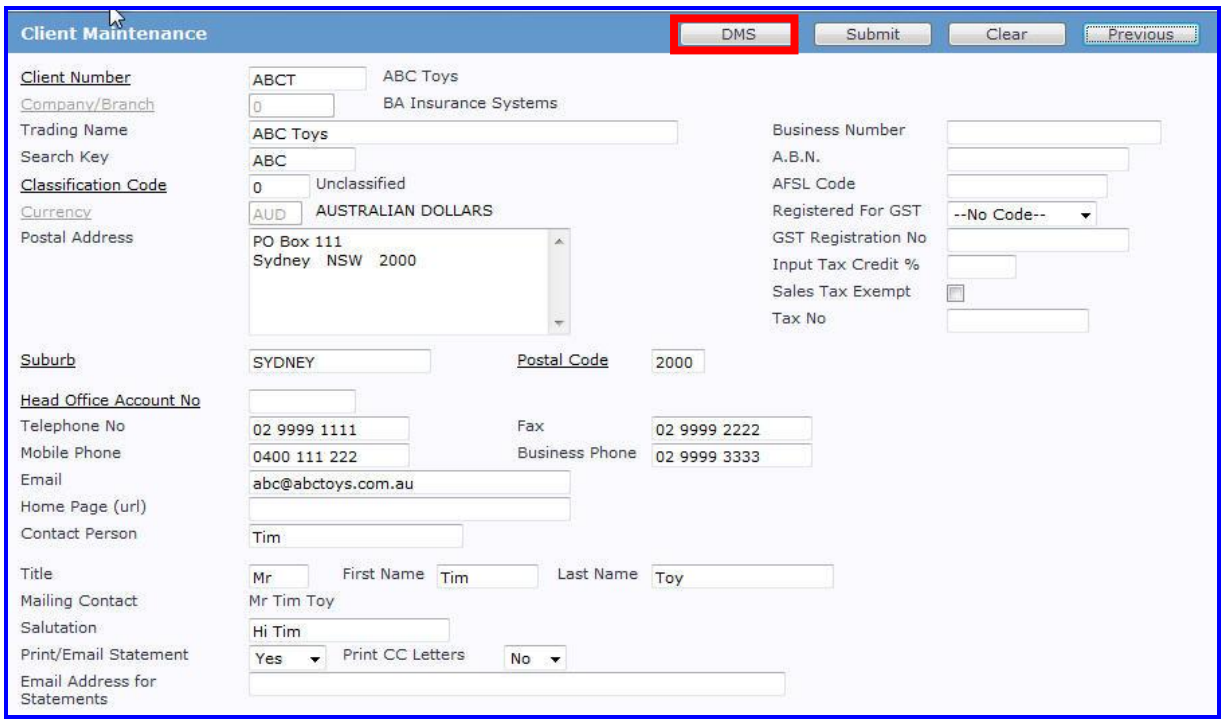
Accessing Document Management Systems within ibais

In the ibais system there are various access points from which a **Document Management System** (**DMS**) can be accessed if you have a compatible DMS installed. Clicking on any these buttons will launch the Document Management System opened to the relevant client.

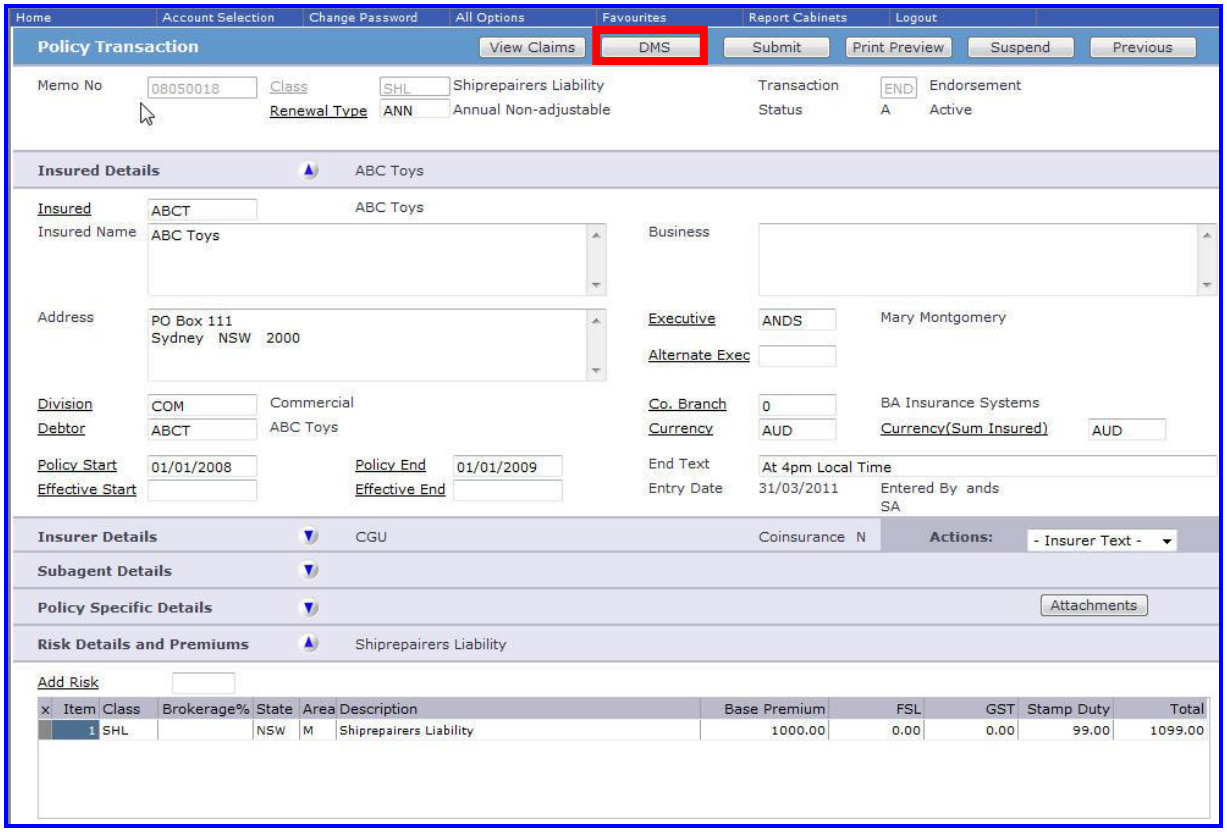
On the main Client Processing screen:



On the Client Maintenance Screen:



Within the transaction processing screen:



When printing documentation from ibais, the option to print directly to the DMS is available as below: